



# NAB Cash Manager

## Terms and Conditions

31st October 2025



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# Summary of Important Information

## Customer Service

You can contact us by:

- calling **13 BANK (13 22 65)** and select the option to speak to a Customer Service Representative;
- visiting our website **nab.com.au**;
- writing to us at Level 1, 800 Bourke Street, Docklands, Victoria, 3008; or
- hearing impaired customers with telephone typewriters can contact us via the National Relay Service on 13 36 77.

## Lost/Stolen Cards/Compromised Personal Identification Numbers (PINs Or Other Passcodes)

If your card is lost or stolen and/or your PIN (or other passcode) is compromised or divulged you must immediately notify NAB and provide any information about how the loss/incident occurred by calling one of the following numbers, or using any other means NAB makes available to you.

### Within Australia

- Freecall 1800 033 103 (24 hours a day – toll free); or

### If Overseas

#### NAB Debit card

- International code +613 8641 9083 (Mon-Fri 8:00am – 8:00pm EST) otherwise
- International code +613 8641 7905 (all other times)

## Unauthorised transactions

If you believe there has been an unauthorised transaction on your account, please notify NAB by calling **13 BANK (13 22 65)** and select the option to speak to a Customer Service Representative.

## NAB PIN

You may change your PIN as frequently as you wish at selected NAB Automatic Teller Machines ('ATMs'). Refer to clause 19.5 of Part C of this booklet for further guidance on PIN selection.

For a complete list of ATM locations, please contact NAB by:

- visiting **nab.com.au**; or
- calling **13 BANK (13 22 65)** and selecting the option to speak to a Customer Service Representative.

### **ATM emergency**

To report an ATM breakdown or malfunction, or alternatively to query a current ATM transaction (such as a card not returned by an ATM or incorrect cash disbursement), please contact NAB by:

- calling **13 BANK (13 22 65)** and selecting the option to speak to a Customer Service Representative; or
- calling, Freecall 1800 036 066 after hours.

Note: As part of NAB's security procedures, transactions conducted at ATMs may be photographed.

# Things you should know

This booklet contains the terms and conditions for:

- NAB's Cash Manager Account, and
- NAB Electronic Banking (Debit cards); together with the following:
- NAB's flyer 'Indicator Rates – Deposit Products'; and
- 'A guide to fees and charges – Personal banking fees'

These terms and conditions govern the operation of NAB's Cash Manager account (listed in the Features at a glance Table) and accessing NAB's Electronic Banking (Debit cards) service. To access your account through online and telephone banking, which includes NAB Internet Banking and the NAB app, you'll need to accept separate NAB Internet Banking and Telephone Banking Terms and Conditions (if these do not already apply to you). This will allow you to use things like BPAY, Fast Payments, PayTo® and more, depending on your account type. You can find these terms and conditions at [nab.com.au/personalupdates](http://nab.com.au/personalupdates).

It is important that you read and understand the terms and conditions set out in this booklet that apply to your account, card or service. They set out a number of obligations which you need to be aware of. While it is important to read the whole booklet, you should be aware of the following:

- You should promptly check your account statements and report any suspicious, unauthorised or incorrect transactions to us immediately. You should also tell us immediately if you think your card details have been lost, stolen or misused, or your PIN (or other passcode) compromised. In some cases, you may be liable for unauthorised transactions where it is proven you contributed to the loss, including where you delayed to inform us that your card details may have been compromised. See clauses 4.3 and 19.
- It's important to make sure you have enough funds in your account to cover any payments. If your account becomes overdrawn, you may be charged debit interest on the overdrawn amount. See clause 3.
- In addition, if you overdraw an account or are overdue in making a payment to NAB, we may elect to use any of your available credit funds to correct the position and then inform you that we have done so. See clause 7.
- Sometimes we may need to block or take other action on your account or card (for example, to protect you or us from fraud, scams and other losses), or take action to correct mistaken payments. See clauses 8A and 12.3.
- We may change any of these terms and conditions, including interest rates, fees, charges and other account features. We'll tell you about these changes except in some situations where we may not be required to. See clause 10.
- We may close your account or cancel your card in certain situations. See clauses 1.4 and 21.
- We share and collect information to and from other financial institutions about transactions, when it's reasonably necessary. See clause 5.6.

- Our liability is limited or excluded in certain situations – for example, if we block a payment because we reasonably suspect there's a risk of fraud or if we exercise another right under these terms and conditions. See, for example, clauses 2.7, 2.8, 2.13, 4.4, 12.1(g), 12.3, 18.2, 19.8.
- There are special terms that apply if you have a joint account or have authorised another person to use your account – for example, if we're told about a dispute between joint accountholders, we might need each of you to approve transactions. See clauses 5 and 6.

This booklet, the NAB Internet Banking and Telephone Banking Terms and Conditions, and the fees guide and indicator rates flyer are available from NAB at any time. If you have not already received copies of each item please contact NAB.

Any advice in this booklet has been prepared without taking into account your objectives, financial situation or needs. Before acting on this advice, NAB recommends that you consider whether it is appropriate for your circumstances.

National Australia Bank Limited ABN 12 004 044 937, Australian Financial Services Licence 230686 is the issuer of each financial product included in this booklet.

### **Tax File Number Options**

Interest earned on a NAB Cash Manager account may form part of your assessable income.

NAB is authorised to collect your Tax File Number (TFN) under the Income Tax Assessment Act 1936. NAB will use your TFN to report details of interest earned on your NAB Cash Manager account to the Australian Taxation Office. It is not compulsory to provide your TFN and it is not an offence if you decline to do so.

If you do not provide your Tax file Number (TFN), Australian Business Number (ABN) or advise that you are eligible for an exemption from providing a TFN or ABN, NAB may be obliged to deduct Pay as You Go Withholding Tax at the maximum marginal tax rate (plus the Medicare levy) from any interest income you earn on your NAB Cash Manager account. If you are a non-resident of Australia, NAB may also be obliged to deduct Pay as You Go Withholding Tax.

NAB recommends that you seek independent tax advice.

### **Meaning of words**

Words defined throughout this booklet have the meaning set out in the Definitions section towards the end of this booklet.

### **Financial Claims Scheme**

The Financial Claims Scheme provides a guarantee of funds deposited with an authorised deposit-taking institution (ADI) such as NAB. In the event that an ADI becomes insolvent, customers may be eligible to claim the amount of their deposits with that ADI from the Scheme. Payments under the Scheme are subject to a limit for each depositor. For more information regarding the Scheme, visit the Financial Claims Scheme website at <http://www.fcs.gov.au>.

# Features at a glance Table

This table provides a summary of the key features of the NAB Cash Manager account. More information about the features is set out in the terms and conditions of this booklet.

Account features	
Minimum opening balance	No minimum
Ongoing balance	No minimum
Statements	Quarterly (or more frequently upon request)
Monthly Account Service Fee	\$0
<b>Interest</b>	
Interest rate	For the latest rate, visit <b>www.nab.com.au</b> or call the dedicated Service Centre on <b>1800 036 171</b>
Interest calculated	Daily
Interest paid	Monthly
Interest paid to alternative account	√
<b>Account access</b>	
ATM	1
EFTPOS	1
NAB branches	√
NAB Internet Banking/NAB app	2
NAB Connect	2
NAB Telephone Banking	2
BPAY®	3
PayID	3
Fast Payments (including Osko)	3
PayTo	√ <sup>7</sup>
Cheque book	4
Electronic debits, electronic credits and periodic payments	√
Third party access	√
<b>Additional features</b>	
Link as an offset account	6
Telephone Withdrawal and Facsimile Instruction facilities <sup>5</sup>	

For more information about NAB Cash Manager account features, refer to Part A, Account terms and conditions.

<sup>1</sup> Only available where you have a card issued on or linked to this account. See clause 1.11 and Part C for more information.

<sup>2</sup> Only if you have accepted the separate terms and conditions which apply to these services. See clause 2.4 for further information.

<sup>3</sup> For full access to these payment methods, you'll need to use NAB Internet Banking and the NAB app. You can also use NAB Telephone Banking for BPAY.

<sup>5</sup>Registered to BPAY Pty Ltd ABN 69 079 137 518



<sup>4</sup> From 3 March 2023, cheque book access will only be available if you have an existing cheque book. New cheque book access cannot be requested after this date.

<sup>5</sup> The NAB Telephone Withdrawal and Facsimile Instruction Facilities are only available to you if you have been referred to NAB by a financial adviser.

<sup>6</sup> Only available to existing customers whose NAB Cash Manager Account is already linked to their existing offset arrangement as at 1 November 2024. See clause 3A for more information.

<sup>7</sup> To find out the current status of account eligibility, visit [nab.com.au/paytoeligibility](https://nab.com.au/paytoeligibility).

## NAB Staff Remuneration

Staff members may be entitled to receive additional monetary or non-monetary benefits and/or rewards resulting from participation in programs conducted by NAB. Monetary benefits or rewards may include an annual bonus the level of which may depend on the overall performance of the National Australia Bank Limited group of companies. Non-monetary benefits or rewards for staff members and their partners may include gift vouchers, film tickets, restaurant meals, attendance at an annual conference or other functions. Whether staff members receive any such benefits and rewards depend on a number of performance related factors, including the achievement of both revenue and non-financial targets.

It is not possible to determine at any given time whether a staff member will receive such benefits or rewards or to quantify them. They are generally not directly attributable to any particular product that the staff member has given advice on.

# Part A

## Account terms and conditions

### 1 NAB Cash Manager

The following terms and conditions apply to the NAB Cash Manager ('the account').

#### How will the account work?

- 1.1 You may deposit any amount and you may only withdraw up to the available credit funds from your account. There is no overdraft facility available on the account.
- 1.2 NAB may refuse to process a withdrawal if your account has insufficient credit funds available to satisfy the withdrawal.
- 1.3 Proceeds of any cheque or other item deposited in your account will not usually be available until the cheque or other item is cleared. If we make the proceeds of a cheque or other item available prior to the cheque or other item being cleared and the cheque or other item subsequently fails to clear, we will debit the corresponding amount from your account and will show any debits in your account statement. This may result in your account being overdrawn. In this situation, you may be charged default interest in accordance with clause 3.
- 1.4 NAB may close your account at any time at its discretion. NAB will give you notice before closing your account, unless the account has a zero balance or is overdrawn at the time of closure or where it is reasonably necessary for us to act quickly without notice, for example, to manage a risk. Where your account has a credit balance, before it is closed we will take reasonable steps to return the balance to you (unless we reasonably believe that we are unable to because of our regulatory or other legal obligations, for example, to comply with a court order). Alternatively, where the relevant statutory requirements have been met, we may transfer the balance to the Commonwealth Government as unclaimed money.
- 1.5 NAB may close your account if for any period greater than 3 months your account balance remains at nil.
- 1.6 The initial deposit to your account can be made at a NAB branch, or via NAB Internet Banking or NAB Telephone Banking using the funds transfer option.
- 1.7 You may deposit salary, dividend distributions, managed fund distributions, rental income and other regular deposits direct to your account by direct credit or by periodic payment from another NAB or non-NAB account.
- 1.8 You may arrange for regular deposits to be made to your account from another NAB account by setting up a periodic payment instruction through NAB Internet Banking. Periodic payments will be governed by NAB's standard terms and conditions relating to the service.
- 1.9 You may withdraw from your account at any of NAB's branches, subject to you providing suitable identification. You may arrange to access your account through NAB Internet Banking, NAB Telephone Withdrawal Facility, NAB Facsimile Instruction Facility and NAB Telephone Banking or similar electronic service provided by NAB. Such access will be governed by NAB's standard terms and conditions for the service.

- 1.10 NAB may, upon request, provide a cheque book or deposit book to access funds from your account. NAB will only provide replacement cheque books after 3 March 2023. New cheque book access cannot be requested after this date.
- 1.11 A NAB Visa Debit card is not available to be issued in conjunction with this account. From 1 January 2025, a new NAB Debit Card will no longer be available to be issued in conjunction with this account. See Part C for more information regarding the availability of NAB Debit Cards.
- 1.12 NAB may at its discretion, allow you to overdraw your account to any amount permitted by NAB from time to time.

In this situation, you may be charged default interest in accordance with clause 3.

### **When will I receive statements?**

- 1.13 NAB will send you statements of account at least 3 monthly, unless you request otherwise.
- 1.14 Amounts on your statement of account will be expressed in Australian dollars.

### **Eligibility criteria**

- 1.15 You must be at least 18 years of age to open an account.
- 1.16 You may open an account in your name or jointly with another individual.

## **2 Calculation and payment of interest**

- 2.1 Where interest is payable by NAB, it is calculated on the daily credit balance of your account, as at the end of each day (AEST/AEDT) up to and including the day before the last banking day of each month. If applicable, NAB will credit the interest to your account the next banking day.
- 2.2 Different rates may apply to different levels of your account balance (rates may also fluctuate). These levels of account balance and the rates applicable to them are notified to you at the time you open your account. Rates are detailed in NAB's flyer 'Indicator Rates – Deposit Products'. This flyer forms part of these terms and conditions.

### **How we determine your end of day balance**

- 2.3 When determining the end of day balance on your account for the purpose of calculating interest, transactions which occur on non-banking days (for example, NPP Payments made or received on a non-banking day) are treated as having been made on the next banking day and will be recorded on your statement as having occurred on that next banking day. So, your end of day balance for a non-banking day will be the same as the end of day balance for the preceding banking day.
- 2.3A Transactions made using a debit card won't reduce your end of day balance on your account for the purposes of calculating interest if they're still pending and haven't been posted.

### **What electronic access options are available?**

- 2.4 For information on the electronic access options available refer to the Features at a glance Table. Terms and Conditions for NAB's Telephone Withdrawal Facility and Facsimile Instruction Facility appear below. Terms and Conditions for NAB Connect are available at [www.nab.com.au/nabconnecttermsandconditions](http://www.nab.com.au/nabconnecttermsandconditions). For Terms and Conditions for NAB Internet Banking and Telephone Banking please see the separate NAB Internet Banking and Telephone Banking Terms and Conditions.

### **NAB Telephone Withdrawal Facility**

The NAB Telephone Withdrawal Facility is only available to you if you have been referred to NAB by a financial adviser. If you elect to withdraw from your account using the NAB Telephone Withdrawal Facility the following terms and conditions apply.

- 2.5 You can request a partial or total withdrawal from your account to accounts you have nominated for use with Telephone Withdrawal Facility by calling NAB in Melbourne toll free on 1800 036 171 by 4pm (Melbourne time) on any banking day. The withdrawal request will usually be processed the next banking day.
- 2.6 When NAB receives a telephone withdrawal request to transfer money to your nominated accounts, NAB will act on that request as if a written request has been received. Where a telephone withdrawal request to transfer money to an account other than one of your nominated accounts is received by NAB, the request must be confirmed in writing prior to the transfer being processed.
- 2.7 Subject to Clause 12.1(g), NAB will not be liable for any loss you incur as a result of NAB relying on any request made using the NAB Telephone Withdrawal Facility which purports to have been made by you.
- 2.8 Where NAB considers it appropriate to do so, NAB may delay in acting on or not act on a telephone withdrawal request. Examples of when this may occur include, where the request is made after the cut-off time for processing on a particular day in relation to the request, where it is reasonably necessary to prevent potential fraud or scams or where NAB believes that processing the request may cause loss to NAB or to you. These are examples only and do not limit NAB's ability to delay or not act on a request for any other reason.  
  
Subject to Clause 12.1(g), NAB shall not be responsible for any loss, damage or liability you may suffer or incur by reason of, or in connection with:
  - (a) NAB acting on any telephone withdrawal request made by you;
  - (b) NAB's failure to act or delay in acting on any telephone withdrawal request.
- 2.9 Cheques made payable to third parties can be provided where written authority has been given to NAB.

### **NAB Facsimile Instruction Facility**

The NAB Facsimile Instruction Facility is only available to you if you have been referred to NAB by a financial adviser. If you elect to use the NAB Facsimile Instruction Facility the following terms and conditions apply.

- 2.10 NAB will accept and act upon any facsimile message sent to NAB facsimile numbers which purports to have been sent by you or any person you have authorised to transact on your account in accordance with the signature section of the application form you completed when you requested the NAB Facsimile Instruction Facility.
- 2.11 All instructions facsimiled to NAB for processing on a particular day must be received by NAB by 4pm (Melbourne time) on the preceding banking day. NAB reserves the right to hold any instructions received after this time for processing on the following banking day.

- 2.12 You are responsible for all facsimile instructions given in relation to your account sent by you or any person you have authorised to transact on your account in accordance with the signature section of the application form you completed.
- 2.13 Subject to Clause 12.1(g), NAB shall not be responsible for any loss, damage or liability you may suffer or incur by reason of, or in connection with:
- (a) NAB acting on any facsimile instruction which purports to have been sent from you or any person authorised by you in accordance with the signature section of the application form you completed;
  - (b) Any error contained within the facsimile message irrespective of whether the error originated in the transmission or the receipt of the facsimile message;
  - (c) Any delays in transmission or payment;
  - (d) Any non-receipt by NAB of a facsimile message which appears to have been transmitted by you or by an authorised person/s.

### **What fees are applicable to this account?**

- 2.14 NAB may debit your account with account fees and other standard service fees, the amount and nature of which are detailed in 'A guide to fees and charges – Personal banking fees', which is available from NAB at any time.
- 2.15 NAB may debit your account with government charges, duties and taxes relating to your account. For further information refer to NAB's booklet 'A guide to fees and charges – Personal banking fees', available from NAB at any time.

## **3 Overdrawn account**

- 3.1 If your account is overdrawn, you must put the account in credit within 7 days. You must monitor your account to ensure that it does not become overdrawn. You can check your balance at any time at [www.nab.com.au](http://www.nab.com.au) or by using telephone banking. We may, in our absolute discretion, authorise a transaction that overdraws your account. If you do not rectify an overdrawn account within 7 days, and the overdrawn account persists for 60 or more days, we may report that to a credit reporting body in accordance with the Privacy Act 1988. This may affect your ability to obtain credit in the future.
- 3.2 You will pay NAB interest at the default rate applicable to personal accounts on the overdrawn amount and for the period of time your account remains overdrawn. The default rate is set out in NAB's flyer 'Indicator Rates – Deposit Products'.
- 3.3 Interest is calculated on the daily debit balance of your account as at the end of each day (AEST/AEDT) (up to and including the day before the last banking day of each month) and will be charged to your account on the last banking day of each month. Refer to clause 2.3 for information on how we treat transactions that occur on non-banking days.

## **3A Offset arrangements**

- 3A.1 The ability to use your account in an offset arrangement is only available to existing customers whose NAB Cash Manager Account is already linked to a home loan account, NAB Portfolio Facility or NAB Private Portfolio Facility sub account, as part of an existing NAB 100% Offset Arrangement or NAB Portfolio Facility 100% Offset Arrangement as at 1 November 2024.

- 3A.2 NAB will not accept new applications to link a NAB Cash Manager Account to an offset arrangement after 1 November 2024.
- 3A.3 While you have an offset arrangement, this account won't earn any interest – even if the balance of this account is higher than the outstanding balance on your home loan or line of credit facility.
- 3A.4 When we work out the end of day balance to calculate interest on your home loan or under a NAB Portfolio Facility 100% offset arrangement:
- (a) We treat transactions that were made on non-banking days as being made on the next banking day.
  - (b) Any transactions made using a debit card won't reduce the daily credit balance if they're pending and haven't been posted yet.
- 3A.5 See your home loan or line of credit facility terms and conditions for further details about how your offset arrangement works.

## **4 Payment facilities**

### **4.1 Cheques**

If you have cheque access to your account, the following terms and conditions apply:

#### **4.1.1 General provisions**

- (a) Each cheque must be completed properly and with due care so as to avoid fraudulent alteration and in accordance with the signing authority you give NAB.
- (b) When a cheque is drawn on your account, it will, when the cheque is handed to NAB:
  - (i) be deemed by NAB to be a request by you to NAB to withdraw funds from your account for the amount shown on the cheque; and
  - (ii) NAB will pay those funds to the payee, endorsee, holder, bearer, depositor or presenter of the cheque or that person's bank.
- (c) If there are not enough 'cleared funds' in your account when the cheque is presented for payment, NAB may dishonour or pay the cheque at its discretion. This may result in your account being overdrawn. In this situation, you may be charged default interest in accordance with clause 3.
- (d) The person signing the cheque must:
  - (i) sign any alterations;
  - (ii) date the cheque the date on which it was signed; and
  - (iii) complete the details.
- (e) You must notify NAB immediately on **13 BANK (13 22 65)** if you have any cause whatsoever to suspect that a cheque drawn on your account has been forged or fraudulently altered in any way or has been drawn in whole or in part without authority from you.
- (f) You must take reasonable care and precautions to prevent unauthorised, stolen, forged or fraudulently altered or drawn cheques being presented to NAB.

- (g) You must keep cheque forms issued to you in a safe place and you must notify NAB immediately on **13 BANK (13 22 65)** if they are lost, stolen or misused.
- (h) NAB may pay a cheque drawn on your account, even though it is a stale cheque within the meaning of the Cheques Act 1986.
- (i) NAB may pay a post dated cheque drawn on your account at any time before the date of the cheque arrives.

If you do not tell NAB about something that NAB asks for under this clause, this may mean that you are liable for any loss that you incur under clause 4.4.

#### 4.1.2 Stopping payment on a cheque

- (a) You may stop payment on a cheque before it has been paid by providing the cheque details required by NAB. To stop payment, immediately notify NAB by:
  - (i) calling NAB on **13 BANK (13 22 65)**; or
  - (ii) notifying any NAB branch either in person or by phone.
- (b) If you advise NAB by phone, your written confirmation may be required.
- (c) NAB may charge a fee for stopping payment on a cheque, the amount and nature of which are detailed in 'A guide to fees and charges – Personal banking fees'.

#### 4.1.3 Dishonouring cheques

- (a) Your cheque may (at NAB's discretion) be returned unpaid or 'dishonoured' in certain circumstances, such as where:
  - (i) there are not enough available funds in your account or your overdraft limit is not enough to cover the cheque;
  - (ii) there is some irregularity or omission with your cheque, for example your cheque is unsigned, is more than 15 months old, has a date that has not yet arrived or has been materially altered (e.g. by a change for the amount originally stated on it) and you have not signed the alteration;
  - (iii) you have instructed NAB to stop payment of your cheque; or
  - (iv) NAB has received notice of your mental incapacity or of your death.
- (b) If you present a cheque, it will be dishonoured if:
  - (i) the person writing the cheque doesn't have enough funds in their account;
  - (ii) their bank has put a stop payment on the cheque;
  - (iii) it is incomplete;
  - (iv) it has been materially altered; or
  - (v) it hasn't been completed correctly.

#### 4.1.4 Crossing Cheques

- (a) A cheque with two parallel lines across it, with or without the words 'not negotiable' written between them, is a crossed cheque. When you cross a cheque, you are telling the bank that the cheque must be paid into an account with a financial institution and not cashed. If NAB does cash the cheque, it may be liable for any loss suffered by the true owner.
- (b) A crossing may be added by you when you make a cheque or by any person who obtains possession of your cheque.

#### 4.1.5 'Not Negotiable' cheques

The words 'not negotiable' between two parallel lines across the face of a cheque mean that, where the cheque is transferred, the person who obtains the cheque has no greater rights than the person who transferred it to him or her.

For example, your cheque might be stolen and then passed on by the thief to another person. That person might then obtain payment of the cheque. In this case, if the cheque was crossed and marked 'not negotiable', the person from whom the cheque is stolen might recover the amount of the cheque from the person who obtains payment of the cheque, even though the person who has obtained payment may not have done anything wrong.

#### 4.1.6 'Account payee only' cheques

- (a) If you write the words 'account payee only' on a cheque, you are warning the bank with which the cheque is deposited that the cheque should be paid only to the person named in the cheque as payee.
- (b) The words 'account payee only' do not prevent the transfer of a cheque.

#### 4.1.7 'Or bearer' or 'order' cheques

- (a) The words 'or bearer' (except where the cheque is crossed), mean that a bank may pay the cheque to whomever is in possession of the cheque, not only the person named on the cheque, even if that person found or stole it, unless NAB has reason to suspect that the cheque might have fallen into the wrong hands. If you delete these words, the cheque becomes an 'order' cheque.
- (b) If the cheque is an 'order' cheque, then (except in cases where the cheque is crossed and must therefore be collected by a bank) the bank on which the cheque is drawn should only pay it:
  - (i) to the named payee; or
  - (ii) to any other person to whom the named payee, by endorsing the cheque on the reverse side, has ordered it to be paid.

#### 4.1.8 Unauthorised alteration of your cheques

- (a) When you write a cheque, you should take care to reduce the opportunity for forgery and fraud. You have a duty to complete the cheque so as not to mislead NAB or make it easy for someone else to alter your cheque.



(b) Ways to assist you to correctly complete a cheque are:

- (i) do not leave gaps between the words or figures;
- (ii) begin the amount in words as close as possible to the left hand side;
- (iii) begin the amount in figures as close as possible to the dollar sign (\$);
- (iv) never write a cheque in pencil or ink that can be rubbed out;
- (v) never sign a cheque before it is used or filled out; and
- (vi) always write the amount of the cheque in words as well as figures, because words are harder to alter without your authority.

#### 4.1.9 When is a cheque 'cleared'?

- (a) You should allow a minimum of 3 banking days for a cheque that is deposited into your account to clear, after which time the funds are available to you.
- (b) Normally you will not be able to withdraw the value of a cheque you deposit until the cheque is cleared, even though your account will be immediately credited with the proceeds of the cheque. This rule also applies to cheques made payable to 'cash'.
- (c) If a cheque you have deposited is dishonoured NAB will advise you. NAB will also reduce the balance of your account by the amount of the cheque already credited.

#### 4.1.10 Third Party cheques

If you present a cheque which is payable to someone else or it appears to belong to someone else (third party cheque), NAB may, in its discretion, refuse to accept that cheque for deposit or refuse to cash it or may require you to comply with some conditions before it will accept that cheque for deposit or cash it.

#### 4.1.11 Bank cheques

Bank cheques are cheques instructing payment from the bank itself rather than from a customer's account. They are designed to provide an alternative to carrying large amounts of cash when a personal cheque is not acceptable.

Bank cheques are usually requested because of the higher likelihood that they will be paid. However bank cheques should not be regarded as equivalent to cash.

You can request a bank cheque from us for use within Australia only (bank cheques must not be sent overseas for payment outside Australia). The bank that receives the cheque may dishonour it if:

- (a) it's fraudulent or altered;
- (b) a fraud or other crime has been committed in relation to the bank cheque;
- (c) the bank is told the bank cheque has been lost or stolen there's a court order restraining the bank from paying a bank cheque;

- (d) a bank cheque is presented by a person who isn't entitled to the cheque proceeds a bank cheque has been presented for payment outside Australia.

We may provide a replacement for a lost or stolen bank cheque. Fees apply to the issue and replacement of a bank cheque. You can find these in the Guide to Fees and Charges at **[nab.com.au/fees](http://nab.com.au/fees)**.

## 4.2 Direct Debits

You may make regular payments to a third party (Debit User), by authorising the Debit User to debit your account with NAB.

### 4.2.1 General provisions

- (a) The Debit User will provide you with their direct debit request agreement. Only Debit Users approved by a financial institution can make these arrangements on your behalf.
- (b) The Debit User request may provide for the debiting of your account with any amount charged by the Debit User. You may, however, be able to limit the amount or ask that the charging be delayed until after the issuing of a billing advice to you. These arrangements are between you and the Debit User.

### 4.2.2 Disputed Debits

- (a) You must notify NAB as soon as possible if you suspect or believe that an amount debited to your account was unauthorised or otherwise irregular.  
Either visit your branch or call a Customer Service Representative on **13 BANK (13 22 65)**.  
NAB will promptly process your instruction.
- (b) If you lodge a written claim with NAB regarding a disputed amount, you should receive a response within 7 banking days.
- (c) NAB suggests you also contact the Debit User. This may be especially helpful if you believe that an incorrect amount has been debited to your account.

### 4.2.3 Cancellation of direct debit authority

- (a) You may cancel your direct debit arrangements with a Debit User by calling NAB on **13 BANK (13 22 65)** or visiting your branch and completing a cancellation request. If you advise NAB by phone, your written confirmation may also be required.

NAB will promptly process your instruction and stop further debits to your account. NAB will advise the Debit User of your request to cancel the authority. NAB suggests you also contact the Debit User. This may be especially helpful when resolving complaints about incorrect charges.

- (b) To arrange for a direct debit by the Debit User to be resumed on your account, you will need to contact the Debit User and you will also need to contact NAB and cancel the stop payment.

#### 4.2.4 Non-payments

- (a) If there are insufficient cleared funds in your account to meet a direct debit payment, NAB may dishonour or pay the debit at its discretion. This may result in your account being overdrawn. In this situation, you may be charged default interest in accordance with clause 3.
- (b) You must monitor your account to ensure that you have sufficient funds to meet your direct debit arrangements. NAB will not notify you if a debit is dishonoured or otherwise not made.

#### 4.2.5 Multiple authorities

- (a) If you have more than 1 direct debit arrangement with a Debit User on your account and you cancel 1 arrangement, this will automatically stop all debits from your account by that Debit User.
- (b) To arrange for other direct debits to continue on your account, you will need to contact the Debit User. You will then need to contact NAB and cancel the stop payment to allow the Debit User to continue to debit your account.

#### 4.2.6 Moving direct debit arrangements to PayTo

- (a) Merchants and Payment Providers may move your existing direct debits to PayTo Agreements. You're entitled to written notice from the Merchant or Payment Provider when they move your direct debit, including any changes to the way payments will be processed. You'll need to let the Merchant or Payment Provider know if you don't consent to moving your direct debits.
- (b) We may let you know that a direct debit has been moved, however we're not required to give you notice for you to accept or decline the PayTo Agreement.
- (c) Once a direct debit has been moved, we'll start processing payments in line with the relevant PayTo Agreement. You can then manage your PayTo Agreement in your NAB digital channel or you can contact us to cancel it. Refer to clause 4.5 of this booklet and also refer to your relevant NAB digital channel terms and conditions for more information.

#### 4.3 You must check your statements

Without limiting any part of these conditions, you must promptly review your statement of account to check for and tell NAB of any transaction recorded on your statement that you suspect for any reason you did not authorise or for which the information recorded is incorrect. Your liability for unauthorised transactions may increase if you fail to inform NAB promptly of unauthorised transactions.

#### 4.4 Loss

Subject to Clause 12.1(g), NAB will not be liable for any loss that you incur:

- (a) if NAB refuses to allow payment of a cheque or direct debit in good faith in the ordinary course of business; or
- (b) if a stop payment request is given too late to enable payment to be stopped; or

- (c) if NAB suffers any loss as a result of acting on your instructions in relation to a cheque or direct debit (such as processing a request to cancel a direct debit arrangement or stopping payment on a cheque or direct debit); or
- (d) as a result of you breaching any obligation you have in this clause.

Where NAB pays funds or suffers any loss under this clause, you must pay or reimburse NAB. NAB will debit your account for the relevant amount. This may result in your account being overdrawn. In this situation, you may be charged default interest in accordance with clause 3.

### **PayID, Osko, New Payments Platform and PayTo**

- 4.5 You can create a PayID for your account and you can use your account to make and receive Osko Payments and other NPP Payments (with or without a PayID). You can also set up a PayTo Agreement using your PayID.

The separate NAB Internet Banking and Telephone Banking Terms and Conditions set out additional terms and conditions regarding PayID, Osko and NPP Payments.

#### **4.5.1 PayTo agreements**

You can find out the current status of account eligibility at [nab.com.au/paytoeligibility](https://nab.com.au/paytoeligibility). PayTo Agreements are managed through your chosen NAB digital channel, where available. For further details, including how to establish a PayTo Agreement, refer to the relevant NAB digital channels terms and conditions.

## **5 How is the operation of the account governed?**

- 5.1 Each accountholder is authorised to operate the account alone unless an authority is provided to NAB which specifies who is authorised to operate the account and whether they may do so alone or jointly.
- 5.2 When an accountholder authorises a person under clause 5.1, that person is authorised to do all of the following things in connection with the account:
- (a) give instructions in relation to cheques, withdrawals, periodical payment/debit authorities and, where nominated by the accountholder, electronic NAB services;
  - (b) overdraw the account(s) to any extent permitted by NAB (NAB will treat casual overdrafts as applications for credit);
  - (c) place money on term deposit, purchase certificates of deposit and receive repayment and interest;
  - (d) sign, draw, make, accept, endorse, discount or make arrangements with NAB regarding bills of exchange, bank cheques, orders and other instruments;
  - (e) give instructions about or otherwise deal with documents conferring a right to or insuring goods;
  - (f) create a PayID in relation to the account and provide instructions in relation to the maintenance of that PayID, including to transfer the PayID to another account and to lock or close the PayID;
  - (g) receive boxes, packets, deeds or documents;

- (h) apply for encashment/negotiation facilities and letters of credit upon terms acceptable to NAB, including the giving and enforcing of security and relieving NAB from liability;
- (i) enter into contracts with NAB for the sale or purchase of foreign currencies by NAB or NAB correspondents;
- (j) provide guarantees, indemnities or declarations protecting NAB in relation to:
  - (i) missing documents conferring a right to or insuring goods;
  - (ii) guarantees or undertakings by NAB in its favour or on its behalf;
  - (iii) letters of credit;
  - (iv) repurchase by NAB of bank/international cheques and other instruments.

5.3 In respect of any authority provided to NAB under clause 5.1, NAB may elect not to follow any instructions given under the authority. For example, NAB may elect not to follow instructions if:

- (a) it is not satisfied that the person giving the instruction has authority (for example, if NAB is not satisfied that the signature on the instruction matches the specimen signature held);
- (b) in its opinion, the instructions are not clear;
- (c) NAB cannot authenticate or validate any information or documents relating to the account or service, a person who is authorised to transact on it, or the transaction; or
- (d) NAB is notified of a dispute between joint accountholders (in which case NAB may require all joint accountholders or directors to sign any authority to operate this account).

5.4 In respect of any authority provided to NAB under clause 5.1, NAB may, by giving notice, override the authority and require that all or specific future transactions must be authorised by all accountholders.

5.5 Any authority provided to NAB under clause 5.1 does not prevent NAB from complying with other valid accountholder instructions.

5.6 In relation to transactions to or from the account, you authorise NAB to disclose and collect information (including personal information) to and from other financial institutions, to the extent NAB considers this reasonably necessary.

## **6 What conditions apply to joint accounts?**

6.1 If there are 2 or more of you, you will be treated as holding the account jointly and NAB may accept for credit to your account any cheque, payment order or bill of exchange that is not payable to all of you. This means that each accountholder has the right to all of the balance of the account, jointly with the other accountholders.

6.2 If any of you die, the account will be treated as the account of the survivor or survivors jointly.

6.3 Unless any of you also request, NAB statements and notices (including notification of any variation to these terms and conditions) will be forwarded to the mailing address of the first of you named on your account.

- 6.4A joint account holder may only make a withdrawal on the terms of any authority to operate on the account. If NAB is notified of a dispute between joint account holders, NAB may require all joint account holders to sign any authority to operate the account.
- 6.5 The liability of account holders under an account held in joint names is joint and several. This means each and all of the account holders are liable for the whole of any debit balance on the account.
- 6.6 Subject to any authority provided under clause 5.1, any one of the joint account holders is authorised to open additional joint accounts or take out additional joint services.

## **7 NAB's right to combine or set-off accounts**

NAB can combine or set-off the balance of 2 or more of any type of accounts, credit facilities or other products held by the account holder with NAB, even if they are held at different branches or in joint names. This may happen when one of the account holder's accounts is overdrawn or is in debit and another is in credit.

For example, the credit balance in 1 account can be used to repay the debit balance in another account. NAB will promptly inform you if it has exercised this right and NAB need not give you notice in advance. The account holder does not have a right of combination or set-off unless NAB has agreed or it is otherwise required by law to do so.

However, NAB is not required to combine or set-off accounts (including where there is a joint account). NAB will have regard to any dispute between joint account holders or any circumstances of financial hardship of which it is aware when considering whether to combine or set-off accounts under this clause.

## **8 Inactive accounts**

If you have not operated your account for seven years (for example, by making deposits or withdrawals), the account may be closed and the balance transferred to the Commonwealth Government as unclaimed money. NAB will notify you at your last known address at least 30 days before any such variation takes effect.

## **8A Mistaken internet payments**

Where NAB believes on reasonable grounds that a payment made to your account may be a payment made in error, NAB may, without your consent, and subject to complying with any other applicable terms and conditions and laws, deduct from your account an amount equal to that payment made in error and return it to the understood source of origin or as directed by any applicable law, code or regulation. A payment made in error includes a fraudulent payment, a payment relating to a scam affecting you or any other person, an over payment, a duplicate payment or a payment error made by NAB. If NAB detect a payment made in error, NAB will notify you unless NAB is prohibited from doing so. If you receive a mistaken internet payment into your account NAB may be required to act in accordance with the ePayments Code. NAB's obligations under the ePayments Code are described in the separate NAB Internet Banking and Telephone Banking Terms and Conditions.

# Part B

## General Matters – for the account, cards and services in this booklet

The following terms and conditions are in addition to the terms and conditions applying to the account, cards and services covered in this booklet.

### **9 Banking Code of Practice**

- 9.1 NAB has adopted the Banking Code of Practice and relevant provisions of the Code apply to the account, cards and services included in this booklet, if you are an individual or a small business referred to in the Code.
- 9.2 You can obtain from NAB upon request:
- (a) information on NAB's current interest rates and standard fees and charges relating to the account, product and services included in this booklet, if any;
  - (b) general descriptive information concerning NAB's banking services including:
    - (i) general descriptive information about cheques for accounts with cheque access;
    - (ii) account opening procedures;
    - (iii) NAB's obligations regarding the confidentiality of your information;
    - (iv) complaint handling procedures;
    - (v) bank cheques;
    - (vi) the advisability of you informing NAB promptly when you are in financial difficulty;
    - (vii) the advisability of you reading the terms and conditions applying to each banking service NAB provides to you;
  - (c) general descriptive information about:
    - (i) the customer identification requirements of the Anti-Money Laundering and Counter-Terror Financing Act 2006;
    - (ii) the options available to you under the tax file number legislation; and
  - (d) a copy of the Banking Code of Practice.

## 10 Notice provisions

### 10.1 Changes NAB may make

In addition to the other changes NAB may make to the terms and conditions in this booklet which are detailed in this booklet, NAB may change any other terms and conditions (including by imposing new fees or charges, or changing the amount, type or method of calculation of fees and charges payable). NAB will make any changes in accordance with any applicable legislation and industry codes. If you do not accept any change made, you can ask NAB to close your account. You must pay any outstanding balance in order to do this.

### 10.2 How does NAB notify you of changes?

NAB will give you notice of changes to the account, card and services included in this booklet as set out in the table below and you agree to receive notice in such ways. If we believe a change is unfavourable to you, we usually give the notice specified under “Time Frame” below, but can give less notice or no notice if this is in accordance with law and industry codes. For example, this may happen if:

- (a) it is reasonable for us to manage a material and immediate risk; or
- (b) there is a new or varied government charge in connection with this contract. In this case, we will tell you about the introduction or change reasonably promptly after the government notifies us. However, we may not have to tell you about the change or introduction if the government publicises it.

Type of Change	Method of Notification	Time Frame
Changes relating to the NAB Cash Manager account in Part A and general matters in Part B		
Introduction of a fee or charge	In writing or electronically	At least 30 days before the change takes effect
Changes to fees and charges	In writing, electronically or by media advertisement	At least 30 days before the change takes effect
Changes to interest rates	By media advertisement	No later than the day the change takes effect
Changes to the calculation of interest	In writing or electronically	At least 30 days before the change takes effect
Any other changes to the terms and conditions in Part A & B	In writing or electronically	At least 30 days before the change takes effect
Changes relating to the use of your card or card details in Part C		
Changes to the daily limit that can be withdrawn or transferred from your card	In writing or electronically	At least 30 days before the change takes effect
Changes to the time during which the daily limit applies to purchases and withdrawals of cash undertaken using a card or PIN (or other passcode)	In writing or electronically	At least 30 days before the change takes effect
Changes to an increase in the accountholders liability for losses relating to EFT transactions	In writing or electronically	At least 30 days before the change takes effect



Type of Change	Method of Notification	Time Frame
Changes to fees and charges (including the introduction or increase of charges relating solely to the use of your card or PIN (or other passcode) or card account details or the issue of an additional or replacement card or PIN (or other passcode) or card account details)	In writing or electronically	At least 30 days before the change takes effect
Any other changes to NAB Electronic Banking (Debit cards) terms and conditions in Part C.	In writing, electronically or by media advertisement.	No later than the day the change takes effect or as required under applicable laws and industry codes. However, if we believe on reasonable grounds that a change is unfavourable to you, NAB will give notice at least 30 days before the change takes effect.
Changes relating to the use of NAB Internet Banking and NAB Telephone Banking in Part D		
Any change to or imposition of a daily or other periodic transaction limit	In writing or electronically	At least 30 days before the change takes effect
Any change to the number and type of accounts on which a transaction may be made, or type of transactions that may be made	In writing or electronically	At least 30 days before the change takes effect
An increase in the accountholder's liability for losses relating to EFT transactions	In writing or electronically	At least 30 days before the change takes effect
Changes to fees and charges (including the introduction or increase of charges relating solely to the use of a NAB ID, authentication service or password or the issue of an additional or replacement NAB ID, authentication service or password)	In writing or electronically	At least 30 days before the change takes effect
General Notification Provisions		
Changes to government fees and charges	In writing, electronically or by media advertisement unless the government publicises the change to fees and charges	At least 30 days before the change takes effect, or a shorter period if NAB gives notice with reasonable promptness after NAB is notified by the government

### 10.3 How do you notify NAB of changes?

Type of Change	Method of Notification	Time Frame
Change of Address (including nominated electronic address)	In writing, in person at any NAB branch, via NAB Internet Banking or by calling us on <b>13 BANK (13 22 65)</b>	As soon as possible
Notices, certificates, consents, approvals and other communications in connection with these terms and conditions (eg. cancellation of a card)	Electronically using the service or in writing, in person at any NAB branch or by calling us on <b>13 BANK (13 22 65)</b>	As soon as possible

### 10.4 Electronic communication

- (a) To the extent permitted by law and subject to clause 10.5, notices, statements, certificates, consents, approvals and other communications in connection with the terms and conditions in this booklet from NAB, may be given electronically:
- (i) by electronic means, including by SMS, electronic mail to your nominated electronic address or push notification to any NAB app we may make available to you; or
  - (ii) by making it available at NAB's website; or
  - (iii) if you use an online banking service provided by NAB (eg. NAB Internet Banking or NAB Connect), by being made available through that service; or
  - (iv) by any other means we agree with you.
- (b) Where communications are made available through NAB's website or through a NAB online banking service, we will let you know the information is there by sending you an SMS or email to the contact details we have on file, or by push notification from any NAB app or any other agreed method.

10.5 You can choose to receive notices or statements in paper by giving NAB notice. Where your product or service is designed exclusively for electronic use, paper notices and statements are only available in limited circumstances.

10.6 For the purposes of clause 10.4:

- (a) You may request a paper copy of a communication given electronically within 6 months of the electronic copy being received or made available.
- (b) A communication is deemed to be received when the communication enters the recipient's designated information system or is capable of being viewed from a recipient's computer, and is effective when received even if no person is aware of its receipt.
- (c) For the purposes of communications sent by electronic mail and the Electronic Transactions Act, the server on which the mailbox for the designated address resides is to be taken to be the recipient's designated information system.

(d) A communication is deemed to be sent from where the sender has their place of business and is deemed to be received where the recipient has their place of business. For the purposes of this clause:

- (i) if the sender or recipient has more than one place of business, the place of business is the sender's or recipient's principal place of business; and
- (ii) if the sender or recipient does not have a place of business, the place of business is the sender's or recipient's usual place.

## **11 Complaints**

For information about resolving problems or disputes, contact NAB on 1800 152 015, or visit any NAB branch.

NAB has available on request information about the procedures for lodging a complaint. For more details about our internal dispute resolution procedures please ask for our complaints resolution brochure.

If you subsequently feel that the issue has not been resolved to your satisfaction, you may contact our external dispute resolution scheme. External dispute resolution is a free service established to provide you with an independent mechanism to resolve specific complaints. Our external dispute resolution provider is the Australian Financial Complaints Authority and can be contacted at:

Telephone: 1800 931 678  
Website: [www.afca.org.au](http://www.afca.org.au)  
Postal address: GPO Box 3  
Melbourne  
VIC 3001  
Australia

## **12 How NAB may exercise its rights and discretions and when NAB may be liable**

- 12.1
- (a) When NAB exercises a right or discretion under this agreement (like considering a request you make or deciding whether or not to do something), NAB will do it in a way that is fair and reasonable. This includes where NAB changes a term of this agreement or its fees and charges, exercises enforcement or set-off rights or incurs expenses that are payable by you.
  - (b) NAB can take a range of things into account when exercising its rights and discretions. These can include:
    - (i) NAB's legal obligations, industry codes, payment scheme rules and regulator expectations;
    - (ii) protecting NAB's customers, staff and systems and the personal information NAB holds;
    - (iii) what you have told NAB about yourself and how you will use NAB's products and services (including if it's misleading, incorrect or you haven't provided NAB with all of the information NAB reasonably need when asked);

- (iv) how NAB's products and services are intended to be used (and how you have used them);
  - (v) NAB's public statements, including those relating to protecting vulnerable persons, the environment or sustainability;
  - (vi) community expectations and any impact on NAB's reputation;
  - (vii) whether NAB needs to take any action to protect you or another person from a potential fraud or scam; and
  - (viii) risk management, including sanctions risk management.
- (c) If NAB imposes any conditions or requirements to any consent NAB gives, or agrees to any request that you make subject to conditions, then you'll need to comply with those conditions or requirements.
- (d) If NAB does not make a decision or do something straightaway, NAB may still do so later on. This includes where NAB delays or defers doing so, or NAB temporarily waives a requirement.
- (e) NAB's rights and remedies under this agreement are in addition to other rights and remedies given by law independently of this agreement.
- (f) NAB's rights and remedies may be carried out by any officer or employee of NAB, or any person NAB has authorised.
- (g) NAB is not liable for any loss or damage:
- (i) caused by exercising or attempting to exercise, or failure or delay in exercising, a right or remedy where:
    - there's no breach of a legal duty of care owed to you by NAB, or by any of our employees or agents;
    - if there is a breach of such a duty, such loss or damage could not have been reasonably foreseen as a result of any such breach; or
    - NAB reasonably exercises the discretion, including because of one or more of the factors set out at clause 12.1(b); or
  - (ii) that results from a breach by you of any term of this agreement,
- except to the extent such loss or damage is caused by NAB's fraud, negligence or misconduct.

12.2 NAB may at its discretion waive any fee or charge to your account to which it is entitled. The failure by NAB to collect any fee or charge which applies to your account does not give rise to a waiver of that fee or charge in the future.

12.3 Our discretion to delay, block, freeze or refuse transactions, a service or return funds and when we may be liable

(a) Without limiting any other rights or discretion which NAB may have, you agree that NAB may:

- (i) delay, block, freeze or refuse to make or receive or credit any payment or payments (or any other transactions) using the services detailed in this booklet. (This includes any electronic payments, or payments at a NAB branch or agency, and any payments to or from your account instructed by a cardholder or any other person authorised by you.); and/or
- (ii) suspend or end access to or use of your account, including any linked cards, PINS, password, device, or through any service provided for in this booklet,

where taking action under either or both of (i) or (ii) above is reasonably necessary to prevent an anticipated breach of the law of Australia or of any other country, to prevent potentially fraudulent activity or a scam, to manage any risk or to prevent an anticipated material loss to you or us arising from the misuse or unauthorised use of the account or our banking services. NAB may exercise its rights under either or both (i) or (ii), separately or concurrently and for as long as is reasonably necessary to manage any risks. Subject to clause 12.1(g), NAB will incur no liability to you where NAB does so. NAB cannot detect and prevent all such transactions. NAB may not give you advance notice (for example if it is reasonably necessary for us to act quickly to manage a risk) and sometimes we are not able to explain all of the circumstances to you. If we do not give you advance notice, and where it is reasonable to do so, we will advise you within a reasonable time of exercising our discretion under this clause.

- (b) You declare and undertake to NAB that you do not have any reason to suspect that any payment NAB makes in accordance with any instructions you give NAB using the services detailed in this booklet will breach any law in Australia or any other country.
- (c) You agree that you will provide any information that NAB reasonably requests connected with the account and any relevant transactions. NAB may continue any action under clause 12.3(a) until it receives a satisfactory response. You acknowledge that if NAB is not satisfied with your responses or you fail to respond in a timely manner then NAB may take this into account when deciding whether or not to close an account under clause 1.4.
- (d) You agree that NAB may return or deal with funds without notice pursuant to clause 8A or to manage any risk (subject to clause 12).

## **13 Governing law**

The terms and conditions in this booklet and the transactions contemplated by these terms and conditions are governed by the law in force in Victoria. Any court cases involving these terms and conditions and the transactions contemplated by them can be held in the courts of any state or territory of Australia with jurisdiction to consider matters related to this document. You and NAB submit to the non-exclusive jurisdiction of the courts of that place. If the laws of the state or territory where you reside include mandatory protections that are available to you (including because you are an individual or small business), then this clause does not operate to exclude those protections.

### 13A Unacceptable account conduct

NAB seeks to protect its customers from harm arising from unlawful use of, or financial abuse conducted through, NAB's accounts and NAB's electronic banking channels. NAB recognises financial abuse may happen to anyone and can include forms of family and domestic violence or elder abuse.

NAB will investigate instances where it identifies or is made aware that an account or an electronic banking service is being used in a financially abusive manner, including:

- coercive or controlling behaviour to limit a person's access to or use of funds;
- making profane, derogatory, discriminatory or harassing comments to any person;
- making or promoting threatening or abusive language to any person;
- making or threatening physical or psychological harm to any person.

We may reasonably exercise one or more of our rights in these terms and conditions to suspend, cancel or deny an account holder's access or use of the account, card or an electronic banking service if we reasonably consider it appropriate to protect a customer or another person from financial abuse.

If you are concerned about your banking safety call our NAB Customer Support Hub on 1300 308 175 or refer to our website at **nab.com.au**

# Part C

## NAB Electronic Banking (Debit cards) terms and conditions

The rights and obligations outlined in this Part C comply with both the ePayments Code and the Banking Code of Practice. In addition, the terms and conditions in Part B of this booklet apply to any use of NAB's electronic equipment as set out in the terms and conditions in this Part C.

From 1 January 2025, a new NAB Debit card will not be available to be issued in conjunction with this account. If you have an existing NAB Debit Card that was issued in conjunction with this account before that date, that card may be re-issued at expiry in accordance with our terms and conditions, unless it is cancelled in accordance with clause 21. A NAB Visa Debit card is not available to be issued in conjunction with this account. However, you may be able to link this account to a NAB Visa Debit Card issued to you in relation to another NAB account. Please contact us if you would like more information.

### **14 Application of NAB Electronic Banking (Debit cards) terms and conditions**

#### **14.1 When do these NAB Electronic Banking (Debit cards) terms and conditions apply?**

These terms and conditions are binding on you from whichever of the following occurs first:

- (a) in relation to a card, by applying for the card to be issued and linked to any nominated account; or
- (b) the accountholder or any cardholder conducts an EFT transaction on any nominated account; or
- (c) any cardholder receives their card.

However, note clause 19.5 and the guidelines on security in clause 19.6 apply immediately upon receipt of the PIN (or other passcode).

#### **14.2 Terms and conditions relating to EFT transactions**

These terms and conditions apply to EFT transactions on your nominated accounts. These include, but are not limited to EFT transactions initiated by you:

- (a) at NAB ATMs using your card and PIN;
- (b) at ATMs provided by other institutions using your card and PIN;
- (c) at EFTPOS facilities provided by merchants using your card and PIN; and
- (d) using your card account details through other electronic equipment.

#### **14.3 Other terms and conditions**

Separate terms and conditions exist for any of the nominated accounts which can be accessed using your card.

If there is any inconsistency between the terms and conditions in this Part C and the terms and conditions applying to your nominated account, these NAB Electronic Banking (Debit cards) terms and conditions apply to the extent any inconsistency exists in respect of EFT transactions, except for notice of cancellation or revocation of any electronic banking facility.

## **15 Limits on EFT transactions**

### **15.1 Nominated accounts**

Your card, card details and/or PIN (or other passcode) enable transactions to be made on any NAB accounts which you have nominated for use with NAB's card based electronic banking facilities.

### **15.2 Number and type of accounts**

There is a limit to the number and type of accounts which can be accessed using NAB's card based electronic banking facilities. Some types of electronic equipment may not allow access to all types of accounts.

#### **NAB Debit cardholders**

- (a) You may nominate 2 main cheque or 2 main statement savings accounts, including home loan and personal loan accounts as your main account(s).
- (b) You may also nominate 3 other cheque or statement savings accounts as nominated account(s).
- (c) EFTPOS terminals permit access to your nominated account(s) and will debit a transaction to one of your nominated account(s) being a cheque or statement savings account. That is, an individual EFTPOS transaction must be debited to 1 account, although a separate transaction may be debited to another designated 'main account'.

### **15.3 Amounts withdrawn or transferred**

NAB reserves the right to limit the amount which may be withdrawn or transferred from a nominated account by way of certain EFT transactions.

A 'daily' limit applies from midnight to midnight Australian Eastern Standard Time or Australian Eastern Standard Summer Time (whichever is applicable) to purchases and withdrawals of cash undertaken using your card and PIN.

You will be advised of these specific limits when issued with your card, and you will be subsequently advised of any change to these limits. The limits advised by NAB are not an undertaking by NAB to limit the amounts withdrawn or transferred by use of NAB's card based electronic banking facilities. However, the advised limit does limit your liability for unauthorised transactions (see clause 19).

### **15.4 Valid and irrevocable authority**

Your use of a card, card account details or PIN (or other passcode) through electronic equipment to initiate an EFT transaction is an unchangeable order to NAB to process the EFT transaction. Neither a cardholder nor an accountholder may request NAB to stop or alter the EFT transaction. However, the accountholder's liability for the EFT transaction could be limited in terms of clause 19.



## **16 Card based electronic banking facilities**

### **16.1 NAB ATMs**

Subject to the terms and conditions applying to your nominated account, your card and PIN enable you to use NAB's ATMs as determined by NAB.

NAB's ATMs allow you to withdraw or transfer funds between all nominated accounts and check your account balances. Some NAB ATMs may also allow you to deposit funds into a nominated account and to change your PIN.

It is your responsibility to familiarise yourself with the correct use of ATMs. If you are unsure or require assistance in the operation of the ATM, please seek assistance from NAB's branch staff or contact NAB using the Customer Service details in Summary of Important Information at the front of this booklet.

### **16.2 ATMs provided by other institutions**

ATMs provided by other institutions accepting cards may allow you to withdraw funds and check your designated main nominated account(s) balances. Institutions providing other ATMs accepting cards may impose their own fees and restrictions on the operation of the cards with their ATMs including limits to the amounts which may be withdrawn. NAB accepts no responsibility for such fees and restrictions.

### **16.3 EFTPOS terminals provided by merchants**

EFTPOS terminals allow you to pay for purchases and may allow the option of withdrawing extra cash from your designated main nominated account(s) at certain locations. Merchants providing EFTPOS terminals accepting cards may impose their own fees and restrictions on the operation of the cards with their EFTPOS terminals including limits to the amounts which may be withdrawn. NAB accepts no responsibility for such fees and restrictions.

### **16.4 Other transactions through electronic equipment**

The merchant or other person may impose their own restrictions on these EFT transactions. NAB accepts no responsibility for such restrictions.

### **16.5 Functionality**

The processing of an EFT transaction to a particular account will depend on the functionality of the electronic equipment (for example an overseas ATM may process a transaction to a nominated account(s) which you did not seek to initiate).

NAB accepts no responsibility for this differing functionality.

### **16.6 Fees**

Fees may apply to any EFT transaction you undertake with NAB's card based electronic banking facilities, the amount and nature of which are detailed in 'A guide to fees and charges – Personal banking fees'.

## **17 Operation of card based electronic banking services**

### **17.1 Receipts**

- (a) It is desirable for you to retain or record receipts to verify your account statements;
- (b) The issuing of a receipt by an EFTPOS terminal or ATM may be accepted by NAB as evidence that the transaction has been performed. This condition does not apply to deposits lodged in ATMs (see clauses 18.1 and 18.2).

### **17.2 Statements**

- (a) For all nominated accounts a statement is issued in accordance with the terms and conditions for the nominated account(s).
- (b) For the purposes of preparing statements, NAB reserves the right to show an EFT transaction as having been carried out on the next or subsequent banking day(s) after the day the transaction was made.

### **17.3 Review statements of account**

You should always review your statement and bring to NAB's attention any discrepancies, errors or unauthorised transactions as soon as possible. If you wish to dispute an EFT transaction, you must report this to NAB. Please refer to the Customer Service details in Summary of Important Information at the front of this booklet.

### **17.4 Discrepancies in cash delivered by an ATM**

When withdrawing cash from an ATM, you should immediately check that the correct sum has been delivered. If there is a discrepancy between the amount of cash delivered by an ATM, and the amount shown on the receipt, report the facts as soon as possible to NAB. Please refer to the 'ATM emergency' details in Summary of Important Information at the front of this booklet.

### **17.5 Cards**

Remember to take proper care of your card. Do not keep your card in contact with other cards that have a magnetic strip. Magnetic strips can react with each other and if this occurs your card may no longer operate an ATM or EFTPOS terminal.

- (a) Your card is issued with validity dates denoting month and year e.g. 06/07 is June 2007. The commencing date is the first day of the month, the expiry date the last day of the month. Cards are not valid before or after these dates.

Expired cards must be destroyed.

- (b) Your card remains the property of NAB. You must return the card to NAB or destroy the card by cutting it vertically in half through its magnetic strip upon:
  - (i) notice from NAB cancelling your card; or
  - (ii) closure of all your nominated accounts; or
  - (iii) revocation of authority to operate your nominated accounts by means of your card.

(c) Your card may be confiscated by an ATM if you repeat invalid PIN entries. The number of additional entries allowed after the first invalid entry may be varied at NAB's discretion and is not subject to any prior notice.

(d) NAB may temporarily block the use of your account at any time under clause 12.3.

#### 17.6 EFTPOS terminal malfunction

In the event of an EFTPOS terminal malfunction or failure, the merchant may provide alternative manual procedures to enable a transaction to be made. You will be required to present your card for imprinting of a transaction voucher, indicate one of the main nominated accounts, and sign the transaction voucher. (The procedure is similar to that used for paper voucher credit card transactions.) NAB reserves the right to vary the manual procedure at any time.

If you have indicated on the paper voucher that a main nominated account is to be debited, and that account is closed or has insufficient funds available, NAB may redirect the debit entry to the other main nominated account without notice to you. You can check if this has occurred by looking at your account statements.

#### 17.7 Merchants

NAB will not be liable for the refusal of any merchant to accept a card, or card account details.

Any complaints concerning goods and services purchased must generally be resolved with the merchant.

#### 17.8 Promotional material

Promotional material referring to NAB's card based electronic banking facilities that is displayed on or in any premises, is not to be taken as a warranty by NAB, or by the merchant carrying on a business in those premises, that all goods and services may be purchased by means of an EFT transaction. You also accept that the use of your card and card account details may be subject to other limitations imposed by the merchant.

### **18 Deposits**

#### 18.1 Cash deposits at ATMs

When making a cash deposit at an ATM you should be aware that such deposits may not be credited to your account immediately.

A cash deposit lodged in an ATM is subject to verification and at NAB's discretion may not be credited to your account until the following banking day. Deposits made at an ATM after 6.00pm will be credited to your account within 2 banking days.

In the event of a discrepancy between the deposit value determined by NAB and the amount recorded by the ATM, the accountholder will be promptly advised of the actual amount which has been credited to the nominated account. If you are making a deposit using an envelope, remember to include the ATM deposit advice in the envelope with the deposit, as failure to do so may delay funds being credited to your account. NAB reserves the right to correct or reverse any such deposit transaction.

NAB will accept responsibility for the security of your deposit correctly lodged at an ATM which offers depositing services, subject to verification of the amount deposited.

You should keep all records associated with a deposit that you make via an ATM until the deposit is verified and recorded on your account statement. Where the claimed deposit is not available for verification following forceful removal of the ATM or other criminal act, NAB requires you to reasonably substantiate the value of your claim.

## 18.2 Deposits in the form of cheques

If you make a deposit in the form of, or including a cheque, the funds of the cheque are not available for withdrawal until the cheque reaches the paying bank and NAB is guaranteed payment. (This condition applies to deposits made through an ATM or at a branch of NAB.) In the event of a discrepancy between the value of cheques deposited as determined by NAB and your deposit claim, NAB will inform you.

NAB reserves the right to correct or reverse any such deposit transaction.

Because of the requirements of NAB's systems, NAB reserves the right to place a 'hold' on the full amount of a deposit which includes a cheque.

For example, where a deposit includes cash and 1 or more cheques, the hold applies to the cash component as well as to the value of cheques.

Holds are normally applied for 3 banking days, and transactions requiring use of these funds may be refused within this period.

Therefore, if you wish to deposit cash and expect to withdraw against the sum of that cash within the 3 day period, you are advised to deposit the cash separately from the cheques. (That is, make 2 deposit transactions).

Subject to Clause 12.1(g), NAB will not be responsible for any claim or refusal of a transaction arising from a hold on deposits that include a cheque. You are entitled to enquire at any branch of NAB if holds are to be applied to any deposit.

Subject to clause 19, you, the cardholder, agree to pay or reimburse NAB for all reasonable claims or liabilities it may incur as a consequence of it collecting a cheque of which you are not the true owner.

## **19 Responsibilities and liabilities**

### **19.1 Your responsibilities with respect to the card**

You must:

- (a) sign your card immediately on receipt;
- (b) keep your card in a safe place, and provide reasonable protection for the card from theft;
- (c) notify NAB should your card be lost or stolen (refer to the 'Lost/Stolen Cards/ Compromised Personal Identification Numbers (PINs ) Or Other Passcodes' details in Summary of Important Information at the front of this booklet);
- (d) advise any change of address (refer to Customer Service details in Summary of Important Information at the front of this booklet);
- (e) use your card in accordance with these NAB Electronic Banking (Debit cards) terms and conditions;
- (f) destroy an expired card; and
- (g) if a temporary card has been issued to you, destroy it upon receipt of a personalised card.

### **19.2 General responsibility**

The accountholder is generally responsible for all EFT transactions authorised by the use of the card and/or PIN (or other passcode) and/or the card account details or undertaken by another person with your knowledge and/or consent. The accountholder's liability for any use not authorised by you may however be limited as provided below.

### **19.3 No Accountholder liability in some circumstances**

The accountholder is not liable for losses:

- (a) that are caused by the fraudulent or negligent conduct of NAB's employees or agents or companies involved in networking arrangements or of merchants or of their agents or employees;
- (b) arising because the PIN (or other passcode), card account details or card is forged, faulty, expired, or cancelled;
- (c) that arise from EFT transactions which required the use of your card or your PIN (or other passcode) and that occurred before you received your card or PIN (or other passcode);
- (d) that are caused by the same EFT transaction being incorrectly debited more than once to the same account;
- (e) resulting from unauthorised transactions occurring after notification to NAB that the card has been misused, lost or stolen or the security of the PIN (or other passcode) has been breached;
- (f) resulting from unauthorised transactions where it is clear that you have not contributed to such losses.
- (g) resulting from unauthorised card transactions that can be made only with your card details but without a PIN (or other passcode) or your debit card;

- (h) resulting from unauthorised card transactions made using a debit card, or a debit card and card details, which don't require a PIN (or other passcode) - as long as you or any additional cardholder don't unreasonably delay in telling us about the loss or theft of the debit card.

#### 19.4 Accountholder liability for unauthorised transactions

The accountholder is liable for losses resulting from unauthorised transactions as provided below:

- (a) where NAB can prove on the balance of probability that you contributed to the losses through your fraud or your contravention of the security requirements in clause 19.5, the accountholder is liable for the actual losses which occur before NAB is notified that the card has been misused, lost or stolen or that the security of the PIN (or other passcode) has been breached; and
- (b) the accountholder is also liable where NAB can prove on the balance of probability that you contributed to losses resulting from unauthorised transactions because you unreasonably delayed notifying NAB after becoming aware of the misuse, loss or theft of the card, or that the security of the PIN (or other passcode) has been breached. The accountholder will then be liable for the actual losses which occur between the time you became aware (or should reasonably have become aware in the case of a lost or stolen card) and when NAB was actually notified.

However in relation to (a) and (b) above, the accountholder will not be liable for any of the following amounts:

- (i) that portion of the losses incurred on any 1 day which exceed the applicable daily transaction limit(s);
  - (ii) that portion of the losses incurred in a period which exceeds any other periodic transaction limit(s) applicable to that period;
  - (iii) that portion of the total losses incurred on any account which exceeds the balance of your account(s);
  - (iv) all losses incurred on any accounts which NAB and the accountholder had not agreed could be accessed using your card and PIN (or other passcode).
- (c) where a PIN (or other passcode) was required to perform the unauthorised transactions and neither paragraph (a) nor (b) applies, the accountholder is liable for the least of:
- (i) \$150; or
  - (ii) the balance of those account(s) (including any prearranged credit) from which value was transferred in the unauthorised transactions and which NAB and the accountholder have agreed may be accessed using the PIN (or other passcode); or
  - (iii) the actual loss at the time NAB is notified (where relevant) that the card has been misused, lost or stolen or that the security of the PIN (or other passcode) has been breached (excluding that portion of the losses incurred on any 1 day which exceeds any applicable daily transaction or other periodic transaction limit(s)).

19.4A The accountholder is liable for losses arising from unauthorised transactions that occur because you contributed to the losses by leaving a card in an ATM, provided the ATM incorporates reasonable safety standards that mitigate the risk of a card being left in the ATM.

#### 19.5 Your responsibilities

- (a) Where NAB provides you with a PIN (or other passcode) you must not:
  - (i) voluntarily disclose your PIN (or other passcode) to anyone including a family member or friend (unless your card is a Deposit Only Card);
  - (ii) record your PIN (or other passcode) on your card or on any article carried with the card or liable to loss or theft simultaneously with the card;
  - (iii) act with extreme carelessness in failing to protect the security of your PIN (or other passcode).
- (b) Where NAB allows you to select a PIN (or other passcode) or change your PIN (or other passcode) you must not select:
  - (i) a numeric code which represents your birth date; or
  - (ii) an alphabetical code which is a recognisable part of your name.

Either of these selections may mean you are liable for losses caused by unauthorised transactions caused by a breach of your PIN (or other passcode).

#### 19.6 Guidelines

You should also comply with these guidelines to protect the security of your card, card account details and PIN (or other passcode) and thus reduce the possibility of any inconvenience to you:

- (a) do not permit any other person to use your card or card account details;
- (b) destroy your PIN envelope after memorising your PIN;
- (c) take reasonable care when using an ATM or EFTPOS terminal to ensure your PIN is not disclosed to any other person; and
- (d) should you require a memory aid to recall your PIN (or other passcode) you may make such a record providing the record is reasonably disguised. However, NAB does not consider the following examples to provide a reasonable disguise and you must not:
  - (i) record the disguised PIN (or other passcode) on your card;
  - (ii) disguise your PIN (or other passcode) by reversing the number sequence;
  - (iii) describe the disguised record as a 'PIN record' or 'Password record';
  - (iv) disguise your PIN (or other passcode) as a telephone number, part of a telephone number, postcode or date of birth;
  - (v) disguise your PIN (or other passcode) using alphabetical characters, eg.: A = 1, B = 2, C = 3 etc.

There may be other forms of disguise which may be similarly unsuitable because of the ease of another person discerning your PIN (or other passcode).

Please note all the guidelines set out in clause 19.6 are for your assistance but your liability in the case of an actual loss will be governed by the ePayments Code and clause 19.5 in this booklet. However, you should take care to meet the guidelines set out in clause 19.6 as a failure to meet these guidelines may in some circumstances constitute an act of extreme carelessness under clause 19.5(a)(iii).

#### 19.7 Advising NAB

If you believe your card has been lost or stolen, your PIN (or other passcode) divulged or that there has been misuse of your card, you must advise NAB as soon as possible. Please refer to NAB's Lost/Stolen Cards/Compromised Personal Identification Numbers (PINs) Or Other Passcodes details in Summary of Important Information at the front of this booklet.

Once NAB has been notified of these matters the accountholder's liability for further EFT transactions will be limited.

Where telephone facilities or any other means are not available during particular periods, any losses occurring during these periods that were due to non-notification are deemed to be the liability of NAB, providing notification is made to NAB within a reasonable time of the facility again becoming available.

NAB will acknowledge your report and you should record or retain this acknowledgement.

#### 19.8 Failure of NAB's electronic equipment

- (a) Except in the case of a business EFT transaction, NAB will be liable to you for losses you suffer caused by the failure of NAB's electronic equipment or system to complete an EFT transaction accepted by NAB's system or NAB's electronic equipment in accordance with your instructions.

However, NAB will not be liable for consequential losses where you should reasonably have been aware that NAB's electronic equipment or system was unavailable for use or malfunctioning. NAB's responsibilities in this case will be limited to the correction of errors in your account and the refund of any charges or fees imposed on you as a result. NAB will also not be liable for any losses caused by the failure of NAB's electronic equipment where NAB's system or electronic equipment had not accepted the EFT transaction.

- (b) NAB will not be liable to you for any loss, claim, liability or outgoing, including without limitation any consequential loss or liability, which you suffer because of any failure of NAB's systems or NAB's electronic equipment to complete a business EFT transaction.



## **20 ePayments Code warranty**

NAB warrants that it will comply with the requirements of the ePayments Code for all EFT transactions on nominated accounts other than business EFT transactions.

## **21 Cancellation of your card**

21.1 We may cancel your card at any time after giving you notice first. Examples of when we might do this include where we reasonably believe that the continued use of your card may cause loss to NAB or you, where it is necessary to comply with NAB's legal obligations, industry codes, payment scheme rules or regulator expectations, your account is being cancelled or closed, or it is reasonably necessary for NAB's business purposes.

21.2 However, there are times when we won't give you notice first. We may cancel your card before giving you notice:

- (a) if we are closing your account without notice in accordance with clause 1.4 because your account has a zero balance or is overdrawn at the time we close it;
- (b) if it's reasonably necessary for us to act quickly (for example, to manage a risk);
- (c) to protect you, us, or any other person from potentially fraudulent activity, a scam, or other losses; or
- (d) to prevent an anticipated breach of the law of Australia or another country.

In these scenarios, we'll let you know as soon as reasonably possible when the card has been cancelled.

21.3 After your card is cancelled

If you have recurring payments or direct debits on your card, you may need to set up another payment method and contact the merchant or recipient.

You'll still be responsible for any transactions that were authorised before your card was cancelled.

Make sure you destroy all cancelled cards and take reasonable steps to prevent the card number and expiry date of the cards from being used again.

# Definitions

## Part A and B

The following definitions apply throughout the terms and conditions set out in each Part of this booklet, unless otherwise stated. Also other words used in Parts A and B have the meaning as defined in other Parts of this booklet.

### Meaning of words

**‘account’** means your NAB Cash Manager Account issued by NAB.

**‘acountholder’** means a person who has an account in their own name or, if in joint names, in respect of which NAB may act on the instructions of any 1 or more of them.

**‘AEDT’** means Australian Eastern Daylight Time.

**‘AEST’** means Australian Eastern Standard Time.

**‘Banking Code of Practice’** or **‘Code’** mean the Banking Code of Practice.

**‘banking day’** means a day other than a Saturday, Sunday or a day gazetted as a public holiday throughout Australia.

**‘Electronic Transactions Act’** means the Electronic Transaction Act 1999 (Cth) and each analogous State and Territory enactment.

**‘Fast Payment’** means a payment made through the NPP, including PayID and Osko.

**‘Merchant’** means a merchant or business with which you’ve established, or would like to establish, a PayTo Agreement.

**‘NAB’** means National Australia Bank Limited ABN 12 004 044 937 and its successors and assigns.

**‘NAB Group’** means National Australia Bank Limited ABN 12 004 044 937 and its related bodies corporate.

**‘NPP’** means the New Payments Platform.

**‘NPP Payments’** means payments cleared and settled via the NPP, and includes Osko Payments.

**‘Osko’** means the Osko payment service provided by BPAY.

**‘Osko Payment’** means a payment made by or on behalf of a payer to a payee using Osko.

**‘Organisation ID’** means an identifier for a customer that is a business customer or organisation, constructed in accordance with specified rules.

**‘PayID’** means any of the following which can be linked to a financial account for the purpose of directing NPP Payments or instructions to that account:

- (a) telephone number or email address;
- (b) for business customers, their ABN, ACN, ARBN or ARSN or an Organisation ID; or
- (c) any other type of identifier as permitted by NPP and supported by us.

**‘Payment Provider’** means an approved payment service provider or payment initiator other than your bank, who, whether acting on behalf of you or a Merchant, is authorised by you to initiate payments from your account.

**‘PayTo’** means the service which enables us to process NPP payments from your account in line with a PayTo Agreement you’ve established with a Merchant or Payment Provider that subscribes to the service.

**‘PayTo Agreement’** means an agreement established by you and an approved Merchant or Payment Provider, where you authorise us to make payments from your account.

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

**‘you/your’** means the accountholder(s) who opens the account and if there is more than 1, you means each of them separately and every 2 or more of them jointly. You includes your successors and assigns and in relation to your rights to operate the account, any other authorised signatory to the account acting within his or her authority.

## **Part C**

### **Meaning of words**

The following definitions apply to Part C only. Other words used in Part C have the meaning as defined in other Parts of this booklet.

**‘accountholder’** means the person in whose name a nominated account is held.

**‘ATM’** means Automatic Teller Machine.

**‘business account’** means an account that is designed primarily for use by a business and established primarily for business purposes.

**‘business EFT transaction’** means the part of an electronic funds transfer which is the debiting of value from or crediting of value to a business account.

**‘card’** means a card issued by NAB for use in relation to your account. It may include NAB Debit Card.

**‘card details’** means:

- (a) your NAB Debit card number; and
- (b) your NAB Debit card expiry date, as set out on your NAB Debit card.

**‘cardholder’** means a person who has been issued a card or any other person who has been nominated by an accountholder to operate on a nominated account and who has been issued a card, or otherwise authorised by an accountholder to use an accountholder’s card or card account details.

**‘deposit only card’** means a debit card issued by NAB which cannot be used to authorise withdrawals from nominated accounts.

**‘EFTPOS terminal’** means an Electronic Funds Transfer at point of sale terminal.

**‘EFT transaction’** means an electronic funds transfer to or from an account which is initiated through electronic equipment using a card, card account details or PIN or other passcode (or a combination of 1 or more of them) to debit or credit a nominated account but does not include:

- any funds transfer which is authorised by a cardholder physically signing a document;
- any funds transfer through a NAB channel with separate terms and conditions such as:
  - (i) NAB Telephone Banking; or
  - (ii) NAB Internet Banking

**‘electronic banking facility’** means each banking facility available through the Internet or by telephone from NAB and any other electronic banking facility advised to you by NAB from time to time.

**‘electronic equipment’** means any electronic equipment which may be used in conjunction with a card or card account details including but not limited to ATMs, EFTPOS terminals, personal computers, telephones and mobile devices to carry out an EFT transaction.

**‘ePayments Code’** means the ePayments Code issued by the Australian Securities and Investments Commission and subscribed to by NAB on 20 March 2013.

**‘merchant’** means a provider of goods and services.

**‘nominated account’** means an account which can be accessed by using your card, card details and/or PIN (or other passcode) as authorised by the accountholder. This also includes an account that you have designated as your main account under clause 15.2.

**‘PIN’** means the Personal Identification Number allocated by NAB or personally selected by you.

**‘other passcode’** means a password or code that the cardholder must keep secret, that may be required to authenticate a transaction or cardholder. These passcodes may be provided by SMS, email or in a mobile app (for example, a one-time code we provide to authorise a transaction).

**‘receipt’** means a record of an EFT transaction.

**‘unauthorised transaction’** means any EFT transaction where:

- you did not engage in or have knowledge of or consent to the EFT transaction even though your card, card account details and/or the correct PIN (or other passcode) were used to generate the disputed EFT transaction; or
- through a technical malfunction you did use your card, card account details and/or PIN (or other passcode) and the EFT transaction entered in your nominated account differs in value from the receipt. Please refer to clause 17.1.

**‘use’** in relation to a card means any physical use of the card, and any notification or use of the card number or any other identifying number or password issued by NAB in relation to the card or the account accessed by the card or to enable the card or the account to be used through an electronic banking facility, and the making of any payment to your account. Some examples of use of a card are:

- (a) physical use of the card in an ATM or other terminal device;
- (b) physical use of the card in an imprinter in a manually processed transaction;
- (c) providing the card number to a merchant by telephone or internet;
- (d) nominated the card number in a mail order or other authority to a merchant;
- (e) entering the card number or any identifying number issued in relation to the account accessed by the card under NAB’s Telephone Banking facility into a device connected to that facility; and
- (f) any transaction conducted on the account accessed by the card through NAB’s Internet Banking facility.

**‘you’** means a cardholder or an accountholder

# Privacy

## Privacy Notification

This notification covers National Australia Bank Ltd ABN 12 004 044 937 and its related companies (the 'Group'). It includes all the banking, financing, funds management, financial planning, superannuation, insurance, broking and e-commerce organisations in the Group. We are grateful for the trust and confidence you have in us to safeguard your privacy. The notification tells you how we collect your information, what we use it for and who we share it with. It also points out some key features of our Privacy Policy available at [www.nab.com.au/privacy](http://www.nab.com.au/privacy). By providing personal information to us, you consent to the collection, use and disclosure of your information in accordance with this Notification and any other arrangements that apply between us.

### How we collect information from you

We'll collect your personal information from you directly whenever we can, for example when you fill out a form with us, when you've given us a call, used our websites (including via cookies) or mobile applications or dropped into one of our branches. (See our Cookies Policy [www.nab.com.au/cookies](http://www.nab.com.au/cookies) for more information). Sometimes we collect your personal information from third parties. You may not be aware that we have done so. If we collect information that can be used to identify you, we will take reasonable steps to notify you of that collection.

### How we collect your information from other sources

Sometimes we collect information about you from other sources. We may collect information about you that is publicly available (for example from public registers or social media), or made available by third parties. We do this where:

- we distribute or arrange products on behalf of others, including our business partners;
- we can't get hold of you and need to update your contact details;
- we need information from third parties about an application you make through us;
- we need information for fraud prevention purposes;
- we are checking the security you are offering;
- we can learn insight about your financial needs, such as through property information;
- you have consented to third parties sharing it with us, such as organisations we have loyalty programs with or we sponsor;
- at your request, we exchange information with your legal or financial advisers or other representatives.

We may use or disclose information about you in order to combine the information that we hold with information collected from or held by external sources.

### When the law authorises or requires us to collect information

We may collect information about you because we are required or authorised by law to collect it. There are laws that affect financial institutions, including company and tax law, which require us to collect personal information. For example, we require personal information to verify your identity under Commonwealth Anti-Money Laundering law.

NAB believes that by applying for this account, you're not a US citizen or tax resident. If you are a US citizen or tax resident, you'll need to advise NAB by calling **1300 550 316** between 9am and 5pm (AEST/ADST) Monday to Friday.

### **How we use your information**

We use your information to provide you with the product or service you asked for, and for other purposes including:

- giving you information about a product or service including financial help, guidance and advice;
- considering whether you are eligible for a product or service, including identifying or verifying you or your authority to act on behalf of a customer;
- processing your application and providing you with a product or service;
- administering the product or service we provide you, which includes answering your requests and complaints, varying products and services, conducting market research, and managing our relevant product portfolios;
- telling you about other products or services that may be of interest to you, or running competitions and other promotions (this can be via email, telephone, SMS, iM, mail, or any other electronic means including via social networking forums), unless you tell us not to;
- identifying opportunities to improve our service to you and improving our service to you
- determining whether a beneficiary will be paid a benefit;
- assisting in arrangements with other organisations (such as loyalty program partners) in relation to a product or service we make available to you;
- allowing us to run our business and perform administrative and operational tasks (such as training staff, risk management; developing and marketing products and services, undertaking planning, research and statistical analysis; and systems development and testing)
- preventing or investigating any fraud or crime, or any suspected fraud or crime;
- as required by law, regulation or codes binding us; and
- or any purpose for which you have given your consent.

You can let us know at any time if you no longer wish to receive direct marketing offers from the Group. We will process your request as soon as practicable. Where you have subscribed to something specific (like to hear from one of our sponsored organisations) then these subscriptions will be managed separately. If you no longer wish to receive these emails click the unsubscribe link included in the footer of our emails.

### **How we use your credit information**

In addition to the ways for using personal information mentioned above, we may also use your credit information to:

- enable a mortgage insurer or title insurer to assess the risk of providing insurance to us or to address our contractual arrangements with the insurer;
- assess whether to accept a guarantor or the risk of a guarantor being unable to meet their obligations;
- consider hardship requests; and
- assess whether to securitise loans and to arrange the securitising of loans.

## **What happens if you don't provide your information to us?**

If you don't provide your information to us, we may not be able to:

- provide you with the product or service you want;
- manage or administer your product or service;
- personalise your experience with us;
- verify your identity or protect against fraud; or
- let you know about other products or services from our Group that might better meet your financial, e-commerce and lifestyle needs.

## **Sharing your information**

We may share your information with other organisations for any purposes for which we use your information.

### **Sharing with the Group**

We may share your personal information with other Group members. This could depend on the product or service you have applied for and the Group member you are dealing with. Where appropriate we integrate the information we hold across the Group to provide us with a complete understanding of you and your needs, including giving you access to the Group or related products you hold via Internet Banking.

### **Sharing with MLC Limited**

NAB acts for MLC Limited ABN 90 000 000 402 (described as MLC Life Insurance) in distributing their life insurance products. MLC Limited is no longer part of the NAB Group of companies. We may exchange personal information with MLC Limited or their service providers in order to administer and manage your life insurance products that are issued by them. We may also need to share information so as to ensure:

- your insurance premium is calculated correctly (balance information may be required to be shared so your insurance can be calculated) and where authorised, make payments on your behalf to MLC Limited;
- insurance claims and benefits are paid;
- NAB and MLC Limited can both tell you about our respective marketing and products offers (including ensuring customers who hold MLC Limited products are excluded from NAB Group campaigns marketing MLC Limited products);
- a smooth customer experience when you contact us, including:
- we can transfer you to the right service centre;
- where appropriate, NAB and MLC Limited can cooperate in order to handle your complaint;
- being able to provide assistance should you wish to speak about your MLC Limited products held (for example where possible, we may assist by updating contact details on request).

Some of the information exchanged will be stored and visible within NAB Group customer databases; with some of these databases being accessible to MLC Limited for a transition period. All information stored in these databases is subject to this privacy policy as well as NAB Group's security procedures and controls.

### **Sharing at your request**

We may need to share your personal information with your representative or any person acting on your behalf (for example, financial advisers, lawyers, settlement agents, accountants, executors, administrators, trustees, guardians, brokers or auditors) and your referee such as your employer (to confirm details about you).

### **Sharing with Credit Reporting bodies**

When we're checking your credit worthiness and at other times, we might share information about you with credit reporting bodies. When we give your information to a credit reporting body, it may be included in reports that the credit reporting body gives other organisations (such as other lenders) to help them assess your credit worthiness.

Some of the information that we give to credit reporting bodies may reflect adversely on your credit worthiness, for example, if you fail to make payments or if you commit a serious credit infringement (like obtaining credit by fraud). That sort of information may affect your ability to get credit from other lenders.

With your consent, personal information may also be shared with credit reporting bodies or other approved third parties who are authorised to assess the validity of identification information. These checks help us verify whether your identity is real and are not a credit check.

### **Sharing with third parties**

We may disclose your personal information to third parties outside of the Group, including:

- those involved in providing, managing or administering your product or service;
- authorised representatives of the NAB Group who sell products or services on our behalf;
- credit reporting bodies or other approved third parties who are authorised to assess the validity of identification information;
- insurance, investment, superannuation and managed funds organisations, and their advisers and service provider;
- medical professionals, medical facilities or health authorities who verify any health information you may provide;
- real estate agents, valuers and insurers (including lenders' mortgage insurers and title insurers), re-insurers, claim assessors and investigators;
- brokers or referrers who refer your application or business to us;
- other financial institutions, such as banks, as well as guarantors and prospective guarantors of your facility;
- organisations involved in debt collecting, including purchasers of debt;



- fraud reporting agencies (including organisations that assist with fraud investigations and organisations established to identify, investigate and/or prevent any fraud, suspected fraud, crime, suspected crime, or misconduct of a serious nature);
- organisations involved in surveying or registering a security property or which otherwise have an interest in such property;
- organisations we sponsor and loyalty program partners, including organisations the NAB Group has an arrangement with to jointly offer products or has an alliance with to share information for marketing purposes;
- companies we arrange or distribute products for, such as insurance products;
- rating agencies to the extent necessary to allow the rating agency to rate particular investments;
- any party involved in securitising your facility, including the Reserve Bank of Australia (sometimes this information is de-identified), re-insurers and underwriters, loan servicers, trust managers, trustees and security trustees;
- service providers that maintain, review and develop our business systems, procedures and technology infrastructure, including testing or upgrading our computer systems;
- payments systems organisations including merchants, payment organisations and organisations that produce cards, cheque books or statements for us;
- our joint venture partners that conduct business with us;
- organisations involved in a corporate re-organisation or transfer of NAB Group assets or business;
- organisations that assist with our product planning, analytics, research and development;
- mailing houses and telemarketing agencies and media organisations who assist us to communicate with you, including media or social networking sites;
- other organisations involved in our normal business practices, including our agents and contractors, as well as our accountants, auditors or lawyers and other external advisers (e.g. consultants and any independent customer advocates);
- government or regulatory bodies (including the Australian Securities and Investment Commission and the Australian Tax Office) as required or authorised by law (in some instances these bodies may share it with relevant foreign authorities); and
- where you've given your consent or at your request, including to your representatives, or advisors.

### **Sharing outside of Australia**

We run our business in Australia and overseas. We may need to share some of your information (including credit information) with organisations outside Australia. Sometimes, we may need to ask you before this happens. You can view a list of the countries in which those overseas organisations are located at [www.nab.com.au/privacy/overseas-countries-list/](http://www.nab.com.au/privacy/overseas-countries-list/)

We may store your information in cloud or other types of networked or electronic storage. As electronic or networked storage can be accessed from various countries via an internet connection, it's not always practicable to know in which country your information may be held. If your information is stored in this way, disclosures may occur in countries other than those listed.

Overseas organisations may be required to disclose information we share with them under a foreign law. In those instances, we will not be responsible for that disclosure.

We will not share any of your credit information with a credit reporting body, unless it has a business operation in Australia. We are not likely to share credit eligibility information (that is, credit information we obtain about you from a credit reporting body or that we derive from that information) with organisations unless they have business operations in Australia. However in the event NAB seeks assistance from a related company to manage defaulting loans, we may need as a consequence, to disclose credit eligibility information to the Bank of New Zealand, located in New Zealand. We are likely to share other credit information about you with organisations outside Australia. A list of countries in which those overseas organisations are located is set out above.

### **Accessing your information**

You can ask us to access information that we hold about you. You have special rights to access credit information we obtain about you from a credit reporting body or that we derive from that information. You can find out how to access your information (including your credit eligibility information) by reading our Privacy Policy, available at **[www.nab.com.au/privacy](http://www.nab.com.au/privacy)** or by calling **13 22 65** and asking us for a copy.

### **Correcting your information**

You can ask us to correct information we hold about you. You have special rights to correct your credit information. You can find out how to correct your information (including your credit information) by reading our Privacy Policy, available at **[www.nab.com.au/privacy](http://www.nab.com.au/privacy)** or by calling **13 22 65** and asking us for a copy.

### **Complaints**

If you have a complaint about a privacy issue, please tell us about it. You can find out how to make a complaint (including special rights for credit information complaints) and how we will deal with these complaints, by reading our Privacy Policy, available at **[www.nab.com.au/privacy](http://www.nab.com.au/privacy)** or by calling **13 22 65** and asking us for a copy.

### **Contact us**

We care about your privacy. Please contact us if you have any questions or comments about our privacy policies and procedures. We welcome your feedback.

You can contact us by:

- submitting an online Compliments, Suggestions or Complaints form via **[www.nab.com.au](http://www.nab.com.au)**
- calling our contact centre on **13 22 65** (Hearing impaired customers can call TTY **13 36 77**)
- speaking to us in person at a branch

### **Contact details for credit reporting bodies**

When we're checking your credit worthiness and at other times, we might share information about you with credit reporting bodies. The contact details of those credit reporting bodies are set out below. Each credit reporting body has a credit reporting policy about how they handle your information. You can obtain copies of these policies at their websites.

#### **Dun & Bradstreet Australia [www.checkyourcredit.com.au](http://www.checkyourcredit.com.au)**

- Dun & Bradstreet's credit reporting policy is set out at [www.dnb.com.au/Header/About\\_Us/Legal/Privacy\\_policy/index.aspx](http://www.dnb.com.au/Header/About_Us/Legal/Privacy_policy/index.aspx)
- **Phone:** 1300 734 806
- **Mail:** Public Access Centre Dun & Bradstreet Australia PO Box 7405 St Kilda Rd VIC 3004

#### **Experian Australia [www.experian.com.au](http://www.experian.com.au)**

- Experian's credit reporting policy is set out at [www.experian.com.au/legal/credit-services-privacy.html](http://www.experian.com.au/legal/credit-services-privacy.html)
- **Phone:** 1300 783 684
- **Mail:** Consumer Support Experian Australia PO Box 1969 North Sydney NSW 2060

#### **Equifax Australia Information Services and Solutions Pty Limited [www.mycreditfile.com.au](http://www.mycreditfile.com.au)**

- Equifax's credit reporting policy is set out at <http://www.equifax.com.au/privacy>

### **Contact credit reporting bodies if you think you have been the victim of a fraud**

If you believe that you have been or are likely to be the victim of fraud (including identity fraud), you can request a credit reporting body not to use or disclose the information they hold about you. If you do this, the credit reporting body mustn't use or disclose the information during an initial 21 day period without your consent (unless the use or disclosure is required by law). This is known as a **ban period**.

If, after the initial 21 day ban period, the credit reporting body believes on reasonable grounds that you continue to be or are likely to be the victim of fraud, the credit reporting body must extend the ban period as they think reasonable in the circumstances. The credit reporting body must give you a written notice of the extension.

### **Contact credit reporting bodies if you don't want your information used by them for direct marketing/pre-screening purposes**

Credit reporting bodies can use the personal information about you that they collect for a pre-screening assessment at the request of a credit provider unless you ask them not to. A pre-screening assessment is an assessment of individuals to see if they satisfy particular eligibility requirements of a credit provider to receive direct marketing. You have the right to contact a credit reporting body to say that you don't want your information used in pre-screening assessments. If you do this, the credit reporting body must not use your information for that purpose.

For more information call

**13 22 65**

and select the option to speak to  
a Customer Service Representative  
or visit us at **nab.com.au**  
or ask at your local branch



Hearing impaired customers  
with telephone typewriters  
can contact us on **13 36 77**