



Banking with purpose.

Privacy & General Information

Goulburn Murray Credit Union Cooperative Limited

ABN 87 087 651 509 AFSL / Australian Credit Licence No. 241364.

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What is the purpose of this Guide?

We have designed this guide to provide further information about opening a membership and conducting your accounts with us.

For details about our Accounts and Access Facilities please refer to the GMCU Account and Access Facility Conditions of Use, Summary of Accounts and Availability of Access Facilities and Schedule of Fees and Charges.

Definitions

In this brochure, the expression 'we', 'us', 'our', 'GMCU' and 'the Credit Union' refer to Goulburn Murray Credit Union Cooperative Limited. 'You' and 'your' refers to the Member and, where applicable the Joint Member(s), who opens an account.

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Privacy

We treat your personal information with care. As a member of GMCU we will collect personal information from you from time to time. However we will not use or disclose your information except for a purpose you would reasonably expect, a purpose required or authorised by law, or a purpose otherwise disclosed to or authorised by you.

Your personal information will be handled strictly in accordance with our Privacy Policy, a copy of which is available on our website, from our offices or on request.

Membership

GMCU is a co-operative. When you open an account you will be issued with a share and you will become an owner. When your last account or loan is closed you are no longer eligible to own a share and your share will be refunded, if applicable.

Your share entitles you to the full range of products and services we offer and also entitles you to vote at general meetings.

Applications

An application is required to be completed and signed by each person or entity seeking membership. We reserve the right to refuse to approve an application.

Names

The law does not allow you to open an account using a false name. However, if you are commonly known by more than one name, we can include your known names in your membership along with your legal name. The same rules apply to becoming a signatory to an account.

If you change your name, for example upon marriage, you will need to notify us and provide any documents we may require. It is not against the law for a married woman to continue to use her premarriage name.

Change of Address

If you change your address, please let us know to ensure that your statements and any other mail reaches you.

Proof of Identification

We must prove your identity when you open an account or become a signatory to an account or if we are required to reidentify you.

To be fully identified you must provide sufficient identification as we determine is necessary from time to time. This may include birth certificate, passport, and driver's licence.

Special provisions apply if you are an Aboriginal or Torres Strait Islander, for individuals under three months of age or if you are a new arrival to Australia.

Our staff will be pleased to advise you on what is acceptable.

Businesses and Community Groups

As well as the verification of account signatories, we require the following for non-personal memberships:

Community Group:

- Your group must make a formal resolution in your minutes to open an account and authorise who can operate your account.
- Copy of Certificate of Incorporation (if your group is incorporated).

Community Groups are community organisations that have a formal documented structure, for example; incorporated clubs; charitable organisations; sporting clubs; schools; recognised religions; community groups, and; non-profit organisations.

Note: If your group does not hold minuted meetings, you may open a joint account in the names of the members as an alternative.

Company:

- Your company must make a formal resolution in your minutes to open an account and authorise who can operate your account.
- Copy of Certificate of Incorporation displaying Australian Company Number.

Note: a company may nominate one of the signatories as its voting representative for Credit Union general meetings.

Partnership:

- A copy of the partnership agreement (if available).
- Partnership ABN.

A partnership that does not have proof of business status may open a joint account in the names of the partners as an alternative.

Registered Business:

Copy of Business Registration Certificate.

Trust:

Copy of trust deed schedule.

Combining Business Types:

Where a business uses a combination of entity types (e.g. A company as Trustee for a Trust trading as a Registered Business), each component of the business will need to provide verification as listed above.

Representatives

You may choose to be represented or assisted by another person whom you authorise to act on your behalf. We will require appropriate authorisation from you to work with your representative.

Accounts

Account Signatories

When an account is opened, you must notify us of all persons who will be signing on the account. All of these signatories must be identified by us.

All signatories can operate fully on all accounts specified unless you give specific contrary instructions. This means they can have internet access to your accounts, or be issued with a card attached to your account.

You will be responsible for all transactions by any authorised signatory on the account.

Any signatory alterations must be in writing.

Joint Accounts

A joint account is an account in the name of more than one person. If you open an account with another person, you will be jointly and severally liable for any money that you or the other person owes on the account.

Unless you tell us otherwise, a joint account can be operated singly by either account owner.

If we are aware of a dispute between account owners, we may require all account owners to authorise further transactions on the account.

Term Deposits

You can lodge a Term Deposit with us for a fixed amount, over a fixed term with a fixed interest rate.

We will write to you before your deposit matures and seek your maturity instructions. If you do not provide instructions we will reinvest your deposit.

We will accept your instruction to amend a Term Deposit up to ten business days after lodgement or renewal.

If you make a withdrawal on your Term Deposit before the maturity date, your deposit will earn a lower interest rate. Early withdrawals are generally available after one business day.

Tax File Number

We will ask for your Tax File Number (TFN) when you open an account. You are not required to give it.

Where you choose not to quote your TFN or details of exemption, we are required by the Australian Tax Office (ATO) to deduct Withholding Tax from your interest payments.

You can find the current Withholding Tax thresholds and rates on the ATO website.

Any Withholding Tax deducted is forwarded to the ATO and will be available as a tax credit when you file an income tax return for the financial year in which the tax has been deducted.

If you give your TFN we will not withhold any interest that you earn on your account. However, you will still be required to disclose any interest you earn on your account as income in your tax return at the end of the financial year.

Communication

We are committed to clear communication with you and will respond to your written or verbal requests in a timely manner.

Direct Marketing

From time to time we may send you information about our products and services. If you would like to be removed from our direct marketing, please let us know.

Financial Difficulty

If you fall behind in your payments, we will contact you and seek to discuss your financial needs.

You should always contact us promptly if you are ever in financial difficulty, especially if you are repaying a loan or have an overdraft account. We will take reasonable steps to assist if you are finding it difficult in meeting loan repayments.

Complaint Handling Procedures

Our dispute resolution policy requires us to deal with any complaint efficiently and fairly. If you are not satisfied with the way in which we have tried to resolve your complaint, or if we do not respond within the relevant timeframes, you may refer the complaint to our external dispute resolution centre.

If you want to make a complaint, contact our staff at any branch and tell them that you want to make a complaint. Our staff will advise you about our complaint handling process and the timetable for handling your complaint.

We have an easy to read guide to our dispute resolution system available to you on request, or from our web page.

If your complaint relates to the operation of third party products we may need to refer you to the supplier of the product or service.

If you are not happy with our resolution of your complaint under our internal dispute resolution procedures you are entitled to have your dispute considered free of charge to you by the Australian Financial Complaints Authority (AFCA). AFCA can be contacted by telephone on 1800 931 678, or by visiting www.afca.org.au

Regular Payments

Regular payments can be either a recurring payment or an instalment payment. A Regular Payment represents an agreement between you and a Direct Debit User in which you preauthorise the Direct Debit User to bill your VISA card or account at predetermined intervals (e.g. monthly or quarterly).

The amount may differ or be the same for each transaction.

For example: You may ask your local gymnasium to charge your monthly gym membership fee to your VISA card each month, or you may have purchased a new television from your local appliance store and are being billed to your account in subsequent multiple periods.

There are many benefits from setting up regular payments including:

- Ensures timely payments,
- Saves you time as the payment is processed automatically,
- Saves you money as you do not have to pay for money transfers or postage, nor will you be liable for late fees.

Care should be taken before giving a direct debit authority for unpredictable expenses or for amounts that can vary significantly.

You should always review your account statements to ensure that the Direct Debit User is debiting your account in accordance with your authority.

You are responsible for notifying the Direct Debit User if your account details change, including a change in card number and/or change of card expiry date.

Until you notify the Direct Debit User of changes, they will continue to draw on your card/account and we are required to continue processing transactions which may include a fee if your old account has insufficient funds.

You can ask us to stop a direct debit authority and we will process a stop on your account, but this will not cancel the authority. As some Direct Debit User Authorities allow the Direct Debit User to make drawings under other names, your account may still be debited.

We recommend that any issues with your regular payments should also be taken up directly with the Direct Debit User.

We will assist you to resolve complaints about unauthorised payments debited to your account.

Periodical Payments

You can instruct us to make payments regularly on your behalf.

If the payment is due on a non-working day, the payment will be sent on the next working day.

If you have insufficient funds in your account, we will attempt to send the payment for up to five business days. If you consistently have insufficient funds for a payment we may cease future payments.

Direct Credit- Payroll Allocation

You can instruct us to disperse funds you regularly receive into your account. For example you can split your salary between accounts and loans.

Where insufficient funds are received to cover your nominated payments, funds will be dispersed in order until exhausted.

Where excess funds are received the last nominated account will receive the excess.

Chargebacks

You should notify us immediately you become aware of an unauthorised card transaction on your account.

As a VISA Debit Card holder you have rights under the rules of the VISA Card Scheme to dispute card transactions. If you believe a purchase was not properly authorised or processed, or there is some other problem, you may have a right to recover the amount of the purchase under the Scheme's 'Chargeback Rules'.

This right applies to transactions initiated using your VISA card number, but does not include BPAY payments.

The chargeback rules outline various circumstances and timeframes where you can dispute transactions by asking us to 'chargeback' the transaction to the merchant who processed it. If your claim fits within the chargeback rules and you have notified us within the set timeframes, we will charge back the transaction as quickly and efficiently as possible.

Please remember that disputed transactions can take some time to resolve, however we will let you know as soon as possible once we have been advised of the outcome. If your chargeback is successful we will credit the disputed amount back to your account.

Security Tips

We recommend that you take these steps to safeguard your accounts.

Cards

- Keep your card in a safe place,
- Sign your card as soon as you receive it,
- Never lend your card to anybody,
- Immediately report the loss, theft or unauthorised use of your card to us or to the Hotline on 1800 648 027,
- Keep a record of the card number and the card hotline telephone number with your usual list of emergency telephone numbers,
- If your card is loaded to a mobile wallet, ensure your device screen lock is enabled.

Pass Codes (PIN/ Password)

- We recommend against recording your code anywhere. If you do, you must;
- Never write your PIN on your card; and
- Store your code, member number, card and logon details in separate places.
- Never tell anybody your code,
- Never select an obvious code such as a dictionary word, name, familiar date (e.g. birth date), car registration number or any other character combination that could be associated with you,
- Use care to prevent any one seeing your code being entered at an Electronic Funds Transfer (EFT) terminal, ATM, PC or mobile device,
- If you believe that another person knows your code, change it immediately or report the matter to us.

Internet Banking

- You have a responsibility to exercise reasonable care to prevent unauthorised access to the computer or device you use for GMCU Internet Banking,
- Check your last log-in details every time you log into GMCU Internet Banking and notify us immediately if the last log-in details are incorrect,
- Keep your PC, smart phone and tablet healthy with updated virus protection and firewall security,
- Register for SMS One Time Passwords.

General Security

- Examine your statement immediately upon receiving it and report any transactions which you have not authorised,
- Investigate your transactions if you notice an irregular balance on your accounts with us,
- Immediately notify us of any change to your address, phone number or email,
- If you believe you have had a security breach on your account you should contact us immediately. If you do not report a potential security breach as soon as you become aware of it, you may limit your ability to obtain a refund of the disputed transaction.



Further Information

If you have any questions, we're here to help.

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