

Supplementary Terms and Conditions

Important changes affecting your Account Access Terms and Conditions

Effective: 1 September 2025

This document contains important information regarding changes to your Account Access Terms and Conditions dated 31 October 2023 (including the Supplementary Terms and Conditions dated 27 November 2024).

These changes should be read in conjunction with the Account Access Terms and Conditions.

These changes add information about the new Confirmation of Payee service and clarify information about the Visa account updater service.

From 1 September 2025, your Account Access Terms and Conditions are amended as follows:

1. The following new words are added to “**Section A: Meaning of words**”:

“**account details**” for the Confirmation of Payee service, means our record of your account containing account details including BSB, account number, account name, account holder name, and account status.

“**Confirmation of Payee**” means the service which enables you to confirm the account name of the BSB and account number you want to make a payment to.

“**NPP**” means the New Payments Platform operated by NPP Australia Limited.

“**payment**” for the Confirmation of Payee service, means electronic payment cleared and settled by participating financial institutions.

“**privacy law**” means the Privacy Act 1988 (Cth) and regulations made under that Act.

2.

Section	Part	Amended to read as:
Section E: Cards	29. About your card - clause 29.10 (page 17)	Your Visa card will be subject to the Visa account updater service (VAU). Under this service, if a merchant approved by Visa has an authority to draw on your Visa card and the Visa details that they have been provided with have changed, the qualified merchant enrolled in VAU through their acquirer will be able to contact Visa and obtain the updated details we provide to Visa, unless you have advised us that your old card has been lost or stolen. VAU helps maintain the continuity of payment relationships for cardholders and merchants by reducing the opportunity to switch payment methods or cancel services when account information changes. VAU may also support an issuers use of Visa's other services. If you have concerns about what this may mean for you or wish to opt out of VAU, please contact us.

3. The following new section is added:

Section L: Confirmation of Payee service

This section applies where Confirmation of Payee is available with your account. The Confirmation of Payee service ("service") will be made available from 3 September 2025.

74. About Confirmation of Payee

74.1 Confirmation of Payee is an industry wide service that matches the bank account details entered by a payer with the account details held by the recipient's bank and displays a match outcome to the payer. This will allow you to confirm the account name of the BSB and account number you want to make a payment to. For more details on Confirmation of Payee, see newcastlepermanent.com.au/cop.

75. Conducting a Confirmation of Payee check

75.1 When you make a payment using a BSB and account number, it is your responsibility to ensure the recipient's BSB and account number is correct.

When you add a payee or make a payment to a new payee or a payee you haven't already checked using the service in the previous 6 months, the Confirmation of Payee service may check the payee name you enter against the name and account details held by the payee's bank, and may provide you with a match outcome to indicate the likelihood that the account name matches the account.

75.2 Where a match outcome is provided, this is to help you make a decision about whether to continue with the action or not. See newcastlepermanent.com.au/cop for more information on what each match outcome means.

75.3 Confirmation of Payee will not stop you from making a payment (unless it identifies the recipient account is closed), but if the match outcome indicates that the details do not look right, it is your responsibility to confirm the account information before proceeding, such as by checking with the intended recipient. You should only proceed with the payment if you are confident that the recipient's BSB and account number is correct, and the payee is trustworthy.

75.4 Confirmation of Payee may be unavailable due to outages, scheduled maintenance, or due to factors beyond our control.

75.5 You must only use Confirmation of Payee to check that the account details you provide match the details of the person or organisation you want to transfer money to. You must not misuse the Confirmation of Payee service in breach of these terms and conditions. We may limit or suspend your use if we believe it is reasonably necessary to protect you or us from possible fraudulent activity, scams or other activities that might cause you or us to lose money.

76. Use and disclosure of your account details

76.1 We will ensure your account details are accurately recorded by us for the use of the Confirmation of Payee service. You must promptly notify us of any changes to your personal details such as your name.

76.2 You acknowledge and authorise:

- a) Us to use and disclose your account details to service providers and administrators of the Confirmation of Payee service; and
- b) Other financial institutions to use your account details for the purposes of Confirmation of Payee when someone wants to make a payment to you.

76.3 To the extent your account details and the use of your account details constitutes disclosure, storage and use of your personal information within the meaning of the privacy law, you acknowledge and agree that you consent to that disclosure, storage and use.

76.4 You may apply to opt-out of the Confirmation of Payee service in limited circumstances. You can do this by visiting any of our branches or by calling us. We don't have to agree to your request to opt-out. We are not liable for any loss you may suffer (including consequential loss) in connection with your opting out.

76.5 A joint account will be opted out of the Confirmation of Payee service if any of the account holders opt out of the service.

76.6 If we approve your opt-out request, you acknowledge and authorise us to confirm, disclose, store and use your account details through the Confirmation of Payee service to enable a government agency to make a payment to you.

In all other respects, the information contained in your Account Access Terms and Conditions which relate to your payment facilities remains unchanged, unless a change to these documents has been notified to you on or before the date of these supplementary terms and conditions.