



AMP Banking

Deposit Products

Terms and Conditions

Contact us

You should read these Terms and Conditions carefully and ask us about any issues that concern you.

We can be contacted as follows:

BankNet	www.amp.com.au/banking
BankPhone	13 30 30 24 hours, 7 days
BankAssist	13 30 30 8.00am to 8.00pm, Monday to Friday and 9.00am to 5.00pm Saturday and Sunday (EST)
BankFax	1300 555 503
Email	info@ampbanking.com.au
Mail	AMP Banking Reply Paid 79702 PARRAMATTA NSW 2124



You should obtain your own professional advice, including legal, accounting and taxation advice regarding the implications on your personal circumstances of acquiring or holding any deposit products.

Issued by AMP Bank Limited ABN 15 081 596 009, trading as AMP Banking, AFSL No. 234517

NS5226 08/10

EFFECTIVE DATE: 1 AUGUST 2010

Important

AMP Credit Card: These are not terms and conditions for the AMP Credit Card. The AMP Credit Card is governed by separate terms and conditions of use. Contact American Express on 1300 66 88 69 to obtain a copy of the AMP Credit Card conditions of use.

These terms and conditions apply to the following AMP Bank Limited Deposit Products (“Accounts”):

- AMP First
- eASYCash Management
- eASYTransact Account
- eASYSaver Account
- Business eASYSaver Account
- Term Deposit
- Offset Deposit Account

These terms and conditions set out the features, benefits, risks, terms and conditions that apply to the Accounts listed above.

These terms and conditions include worked dollar examples of certain benefits and fees that may apply to an Account. These examples are illustrative only and do not necessarily reflect the circumstances applicable to a particular customer.

You should read these terms and conditions together with the Account Access and Operating Terms and Conditions and the Deposit Product Fees and Charges Guide carefully and ask AMP Bank Limited about any issues that concern you.

AMP Bank Limited ABN 15 081 596 009 and you may also have other rights at general law. Those rights also apply to the Accounts. These terms and conditions prevail to the extent of any inconsistency and as permitted by law.

Code of Banking Practice

If you are an individual or a Small Business (as defined in the Code of Banking Practice) the Code of Banking Practice will apply to your Account.

EFT Code of Conduct

We warrant that we comply with the Electronic Funds Transfer Code of Conduct (EFT Code of Conduct).

About these terms and conditions

These terms and conditions detail the respective rights and obligations of you and AMP Bank Limited. These terms and conditions also give information on a range of topics concerning the operation of your Account.

These terms and conditions are provided to assist you to compare products and to decide whether to acquire AMP Bank Accounts. Included in it are some of the more important aspects of your relationship with AMP Bank Limited, such as our duty of confidentiality to you and our complaint handling procedures.

Information in these terms and conditions are subject to change from time to time. We will notify you of material changes as outlined in condition 3. Where the change is to information which is not materially adverse information, you will be able to find out the updated information by contacting us on 13 30 30, 8.00am to 8.00pm Monday to Friday and 9.00am to 5.00pm Saturday and Sunday EST, or on our website at www.amp.com.au/banking. A paper copy of any updated information will be given to you on request without charge.

Part G contains a glossary of important words used in these terms and conditions. You should refer to the glossary to help you understand these terms and conditions.

Effective Date

If you have an existing Account with us, these terms and conditions will apply from the date indicated on the cover of these terms and conditions unless there has been a material variation to these terms and conditions, in which case these terms and conditions will apply 30 days after you receive notification of it.

For new Account holders these terms and conditions will apply from the first Day of Operation of your new Account.

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Important Words

Features At A Glance

Feature	Information*	AMP First	eASYCash Management	eASYTransact Account	eASYSaver Account	Business eASYSaver Account	Term Deposit	Offset Deposit Account	FHSA
*For more information see: DP = Deposit Products Terms and Conditions, AA = Account Access and Operating Terms and Conditions									
Minimum opening balance		\$0	\$0	\$0	\$0	\$0	\$5,000 (\$25,000 for periods less than 3 months)	\$0	\$0
Money at call?	DP condition 27 and AA condition 33	✓	✓	✓	✓	✓	Payable on maturity ²	✓	✗
Access Card (ATM/EFTPOS access)	AA Part B	✓	✓	✓	✗	✗	✗	✓	✗
Cheque book	AA Part C	✓	✓	✓	✗	✗	✗	✓	✗
Minimum and maximum balances	DP conditions 21 and 29	Min - \$0 Max - \$5 million ⁶	Min - \$0 Max - \$5 million ⁶	Min - \$0 Max - \$5 million ⁶	Min - \$0 Max - \$5 million ⁶	Min - \$0 Max - \$5 million ⁶	Min - \$5,000 Max - \$1 million	✗	Min-\$0 Max is indexed annually by Government
Electronic deposits	DP conditions 21 and 29	✓	✓	✓	✓	✓	✓	✓	✓
Electronic withdrawals	AA Part H	✓	✓	✓	✓ ²	✓ ²	✗	✓	✗
BankPhone	AA Part F	✓	✓	✓	✓	✓	Information access only	✓	Information access only
BankNet	AA Part F	✓	✓	✓	✓	✓	Information access only	✓	Information access only
BankFax	AA Part E	✓	✓	✓	✓	✓	✓	✓	✓
Periodic Payments	AA condition 54	✓	✓	✓	✗	✗	✗	✓	✗
Third Party Debits	AA condition 52	✓	✓	✓	✗	✗	✗	✓	✗
BankAssist	AA Part D	✓	✓	✓	✓	✓	✓	✓	✗
BPAY [®]	AA Part G	✓	✓	✓	✗	✗	✗	✓	✗
Make deposits at Australia Post - personal customers only	DP condition 21	✓	✓	✓	✗	✗	✗	✓	✓
Daily interest on full closing balance	DP conditions 22, 23, 29 and 37	✓	✓	No interest is payable	✓	✓	✓	No interest is payable	✓
When interest is paid	DP conditions 22, 24, 30 and 38	Monthly	Monthly	Monthly	Monthly	Monthly	See note 3 over page	Monthly	Monthly
Statements	DP conditions 24 and 42	6 monthly	6 monthly	6 monthly	6 monthly	6 monthly	Term Deposit certificate	6 monthly	Bi-annually
Joint account	DP condition 15 and AA condition 36	✓	✓	✓	✓	✗	✓	✓	✗
Trustees	DP condition 16 and AA condition 37	✗	✓	✗	✗	✓	✓	✓	✗
Withdrawal limits	AA conditions 22 and 45	— ATM & EFTPOS \$1,000 per day — BankNet \$5,000 per day ⁴	— ATM & EFTPOS \$1,000 per day — BankNet \$5,000 per day ⁴	— ATM & EFTPOS \$1,000 per day — BankNet \$5,000 per day ⁴	✗	✗	✗	— ATM & EFTPOS \$1,000 per day — BankNet \$5,000 per day ⁴	✗
Fee free transactions ⁵	See Fees and Charges Guide	Excludes non-rediATM transactions	Excludes non-rediATM transactions	Excludes non-rediATM transactions	None	None	N/A	Excludes non-rediATM transactions	None

Notes:

- See condition 33 in relation to withdrawals before maturity.
- The Bank may not allow a Direct Debit arranged through an external party (eg a merchant or another Financial Institution) on the eASYSaver or Business eASYSaver Accounts.
- Paid at end of term for terms 1 year or less and a choice of monthly, quarterly, half-yearly or annually for terms of 1 year or more.
- BankNet withdrawal limits are \$5,000 per online registered account per day.
- Includes Australian rediATM transactions, Australian EFTPOS transactions, personal cheque withdrawals, Australia Post deposits and excludes "Special Services" listed in the Deposit Product Fees and Charges Guide and non-rediATM transactions. You may be charged directly if you use a non-rediATM. This is not our fee and is charged by the ATM provider.
- Maximum balance is per Customer Name.

Part A

General Conditions that apply to all Accounts

1. Who provides the products detailed in these terms and conditions?

The Accounts referred to in these terms and conditions are provided by AMP Bank Limited ABN 15 081 596 009 trading as AMP Banking, AFSL No. 234517.

2. Agreeing to these terms and conditions

The first time you or a person authorised by you (such as an Authorised Signatory) operate the Account by making a deposit or accessing the Account by using an Access Card, drawing a cheque on the Account, registering for BankPhone, BankNet or BankFax or any other Access Method covered in the Account Access and Operating Terms and Conditions you automatically agree to these terms and conditions and this commencement date for the Account is known as the Day of Operation. These conditions then apply to all transactions on your Account. If you do not agree with these terms and conditions, do not carry out or permit any other person to carry out any transaction on the Account. You will need to notify us, so that the Account can be closed.

In the case of Accounts that have an Access Card and or cheque book facility you should also return to us all Access Cards (cut in half for your protection) and cheque books.

3. Notice of Variation to these terms and conditions

Subject to legislation or codes of practice we can vary these terms and conditions or add new terms and conditions.

We will provide written notice of the variation to you at least 30 days before the change takes effect when we intend to:

- Introduce a fee or charge (other than a government charge).
- Change the minimum balance to which an Account Management Fee applies.
- Change the method by which the interest is calculated.
- Change the interest rate tiers that apply to a deposit Account.
- Change the frequency in which the interest is debited or credited.
- Introduce, remove or adjust any transaction limits applying to the use of an Account.

We need not tell you in writing if you cannot reasonably be located.

For other changes (including changes in interest rates and standard fees and charges) we will tell you in writing or place a notice in a national newspaper no later than the date on which the change takes effect or as otherwise required by law or code of practice. We need not give advance notice when changes are necessitated by an immediate need to restore or maintain the security of our system or individual Accounts.

When a government introduces or changes a government charge payable directly or indirectly by you, we will tell you by advertisement in a national or local newspaper or in writing no later than the day on which the new charge takes effect. We do not have to tell you if the introduction or variation of the charge has already been publicised by the government, government agency or representative body. You agree to receiving notice of these changes in this way.

4. Fees and other charges

Standard fees and charges

Standard fees and charges may apply when you make inquiries or transact on your Account. Full details of the fees and charges (including any government charges) that apply are in the Deposit Product Fees and Charges Guide.

You must pay us all fees and charges payable in connection with the Account.

The Deposit Product Fees and Charges Guide and Account Access and Operating Terms and Conditions can be obtained by phoning us on 13 30 30 or on our website at www.amp.com.au/banking.

These are payable whether or not you are primarily liable for such fees and charges.

You authorise us to debit any of these amounts to the Account.

Variations to fees and charges

By giving you advance notice (in writing or by newspaper advertisement) as set out in condition 3 we may change the amount, or frequency or payment, of any fee or charge, or impose a new one.

5. Privacy Act 1988 (Privacy Act)

We handle your personal information in accordance with the Privacy Act 1988 and the privacy statement in the application form that accompanies these terms and conditions.

We acknowledge that, in addition to our duties under the Privacy Act, we have a general duty of confidentiality towards you, except in the following circumstances:

- (a) Where disclosure is compelled by law.
- (b) Where there is a duty to the public to disclose.

- (c) Where our interests require disclosure, or
- (d) Where disclosure is made with your express or implied consent.

6. Your Tax File Number (TFN)

We are required by law to ask you if you would like to provide us with your TFN when you open an Account that earns interest.

You are not obliged to provide us with your TFN either when you first open your Account or at any future date. However, you should be aware that if you do not provide us with your TFN or information regarding your exemption status, we are required to deduct withholding tax at the highest marginal tax rate plus Medicare levy from any interest you earn on your Account. (You may be able to claim it back when you lodge your tax return.)

For example and for illustrative purposes only, where:

- Interest earned for the month of July is \$150.00 and this amount is paid to the Account.
- Withholding tax of 46.5% (the highest tax rate of 45% plus Medicare levy of 1.50%) is $\$150.00 \times 46.5\% = \69.75 and this amount is deducted from the Account.

The example above is indicative only and uses rates and figures we have selected to demonstrate how the account works. Actual interest and tax rates vary from time to time. The calculations include rounding of decimal places.

If you have given us your TFN or information regarding your exemption status, we do not deduct tax from your interest.

If more than one person holds the Account, the Taxation Office requires at least 2 TFN's or exemption details from those named on the Account to be provided.

If at least 2 TFN's or exemption details are not provided, we have to deduct tax from any interest earned.

If a formal trust is established and the Account is held in a trust name, the trustee may quote the TFN of the trust.

Some people are exempt from providing their TFN. They include:

- pensioners
- children under 16 where the interest income is less than \$420 per annum, and
- religious and voluntary organisations that are exempt from tax.

Contact the Australian Taxation Office for more information relating to whether or not you are tax exempt.

Your TFN will be kept private. The collection and use of TFN's are strictly regulated by tax laws and the Privacy Act.

Within 14 days of a financial year end we will provide you with a statement that summarises the interest payments from which withholding tax was deducted.

If you are a Non-Resident (NR)

We are required to withhold 10% of all interest paid to you (or credited or otherwise dealt with on your behalf) if our records show that the primary address of any one of the Account holders is outside Australia.

For example and for illustrative purposes only, where:

- Interest earned for the month of July is \$150.00 and this amount is paid to the Account.
- NR withholding tax of 10% is $\$150.00 \times 10\% = \15.00 and this amount is deducted from your Account.

The illustrated example is indicative only and uses rates and figures we have selected to demonstrate how the Account works. Actual interest and tax rates vary from time to time. The calculations include rounding of decimal places.

We do not withhold 10% of all interest paid to you if you prove to us that no interest withholding tax is payable in respect of interest paid to you.

However, we are required to report details of interest income earned, withholding tax deducted and TFN's quoted on an account to the Australian Taxation Office.

Within 14 days of a financial year end we will provide you with a statement that summarises the interest payments from which NR withholding tax was deducted.

7. Change of name and contact details

You must advise us immediately if you change your name, phone number or address by mail, or alternatively, by telephone, fax or internet if you have registered to use these services. We will not be responsible for any errors or losses associated with your Account or Account changes when we have not received prior notice if you have not updated your name, phone number, fax number or address details with us.

If you change your name, you will need to provide us with documentary proof of your name change. Please call us on 13 30 30 for the type of documentation you will need to provide.

Each joint Account holder must notify us separately of any changes to their own contact details. If one joint Account holder changes his/her address we will not update the name and contact details of any other joint Account holder.

8. Complaints and resolving disputes

8.1 What you need to do

If you have a complaint concerning matters covered by these terms and conditions (including any apparent error in a transaction or an unauthorised transaction or an error on your statement), you must tell us promptly.

You may tell us by:

- Calling us on 13 30 30.
- Mailing us at AMP Banking, Locked Bag 5059, PARRAMATTA NSW 2124.
- Visiting our website at www.amp.com.au/banking, or
- Emailing us at info@ampbanking.com.au.

8.2 When and what information is available to you?

Information about our internal and external processes for resolving complaints is in our Financial Services Guide available on our website or by calling us on 13 30 30.

8.3 What we need to do

If your complaint cannot be resolved at first contact, we will keep you informed of the progress and aim to give you a full response to your complaint within 10 Business Days. If the complaint is not resolved by that time, we will keep you advised at regular intervals of the status of your complaint.

In all but exceptional cases we will take less than 45 days from receiving your complaint to complete our investigation. If we don't, we will:

- Inform you of the reasons for the delay.
- Provide you with monthly updates on the progress of the investigation.
- Specify a date when a decision can reasonably be expected.

When we complete our investigation we will:

- advise you of the outcome, and
- advise you of our reasons for our decision with reference to any relevant provisions of these terms and conditions.

If we decide that your Account has been incorrectly debited or credited, we will promptly adjust your Account (including any interest and/or charges) and tell you the amount that has been debited or credited to your Account as a result.

If we decide that your Account has not been incorrectly debited or credited, or (in the case of unauthorised transactions) that you have contributed to at least part of the loss, we will:

- provide you with copies of any document or other evidence on which we based our decision, and
- advise you whether there was any system or equipment malfunction at the time of the transaction.

We will accept part or full responsibility for the amount that is the subject of your complaint if we:

- fail to observe the above complaint investigation procedures, or

- fail to allocate liability in accordance with these terms and conditions, or
- fail to communicate to you the reasons of our determinations, and the failure contributed to a decision against you, or the failure unreasonably delayed the resolution of your complaint.

8.4 Not satisfied with our decision?

If you are not satisfied with our initial decision, you may request a review of the decision. The complaint now becomes a dispute.

We are a member of an External Dispute Resolution Scheme, the Financial Ombudsman Service (FOS). This avenue is available to you at no cost. Please try to resolve your dispute directly with us before contacting the Financial Ombudsman Service. The FOS's contact details are:

- Phone: 1300 780 808 Monday to Friday 9.00am to 5.00pm (EST).
- Fax: 03 9613 6399.
- Write to: GPO Box 3, MELBOURNE VIC 3001.
- Website: www.fos.org.au.
- Email: info@fos.org.au.

9. Authority to operate

If the Account is in more than one person's name, each of you agrees that each person may use the Account and have access to Account information without any other Account holder's consent, unless you tell us otherwise. All Account holders are jointly and individually liable to us for operations on the Account.

If the authority to operate on the Account is for any of you to sign, then any of you may change the authority to operate on the Account to require all of you to sign for cheques and withdrawals.

Each of you agrees that each person may have access to Account information without any other Account holder's consent.

If all of you are required to sign then access to the Account by the following methods will be unavailable:

- Access Card
- BankPhone
- BankNet, and
- BankAssist.

Additionally if all of you are required to sign then any request to process a transaction or change account information will need to be authorised by all of you.

10. Certificates

A certificate signed by one of our officers (or any other form of written notice as determined by us) stating that an amount is due from you to us in respect of the Account, or stating any other facts will be sufficient evidence of the amount or the facts, unless it is proved to be incorrect.

Part B

Terms and conditions that apply to all Accounts

Some of the features and benefits of each Account covered in these terms and conditions are set out in the Account Features.

11. Who can open an Account?

The following persons or entities can open the type of Account shown in the table below by satisfying our Account opening requirements.

	AMP FIRST	eASYCASH MANAGEMENT	eASYTRANSACT ACCOUNT	eASYSAVER ACCOUNT	BUSINESS eASYSAVER ACCOUNT	TERM DEPOSIT	OFFSET DEPOSIT ACCOUNT	FIRST HOME SAVER ACCOUNT
Personal customers	✓	✓	✓	✓	✗	✓	✓	✓ individual names only
Sole traders using "trading as" in entity name	✗	✓	✗	✗	✓	✓	✓	✗
Trustees**	✗	✓	✗	✗	✓	✓	✓	✗
Companies registered in Australia	✗	✓	✗	✗	✓	✓	✓	✗
Incorporated and unincorporated associations, partnerships, government bodies, registered co-operatives and foreign companies.	✗	✓	✗	✗	✓	✓	✓	✗

* We may offer the Business eASYsaver Account to certain personal customers for personal use as part of special promotions from time to time.

** Refer to condition 16.

You may apply to open an Account:

- By mailing an application to us.
- Via our website at www.amp.com.au/banking, or

- By making an application through an AMP Adviser or Financial Planner or an AMP accredited mortgage broker or AMP representative for deposit products.

The parents or guardians of a minor may request for an Account to be opened in the minor's name. The parent(s) or guardian(s) must be the signatory(ies) on the Account of minors under the age of 13. A minor of 13 years and over can be nominated as a signatory to the Account provided the standard account opening requirements can be met. No cheque books will be issued to minors.

12. Identification Requirements

We are required to comply with the Anti-Money Laundering and Counter Terrorism Financing Act 2006 (AML/CTF Act). This means that we may need to obtain and verify identification information relating to you or any signatory to an Account.

For individuals, this may include providing identification documents such as a passport or driver's licence. However, if you are not an individual or cannot provide these, you may be required to provide other forms of documentation. Please contact us on 13 30 30 for more information.

In some circumstances, we may need to reverify this information from time to time.

By opening, requesting or operating any Account, you also acknowledge that we may decide to delay, block or refuse any request, payment or transaction. This includes preventing withdrawals from the Account if we have not been able to verify your or a signatory's(ies') identity. We may also:

- prevent withdrawals from the Account
- refuse to process any transaction on the Account
- suspend the Account
- freeze the Account
- block the Account or
- close the Account.

If you appear in the list of persons with whom dealings are prescribed by the government or a regulatory authority of any jurisdiction or we are concerned that the request or transaction may breach any obligation of, or cause us to commit or participate in an offence under the charter of the United Nations Act 1945 or any anti-money laundering and counter terrorism financing laws of any jurisdiction including the AML/CTF Act and we will incur no liability to you if we do so.

13. Authorised Signatories

You may nominate any person to be a signatory to operate on your Account.

You are able to decide the level of access that an Authorised Signatory to your Account can have. This access can be the same as or different to your access.

To set up an Authorised Signatory you can contact us on 13 30 30. We will send you a "Third Party Access form" and "Identification Verification Form" (or you can download these forms from our website).

The original completed forms and all accompanying documents are to be returned to postal address:
AMP Bank Limited, Reply Paid 79702
PARRAMATTA NSW 2124.

We will verify the identity of any Authorised Signatory before we will accept any instruction, operation, transaction or otherwise from that person in respect to your Account.

We only accept instructions to conduct transactions on the Account if those instructions are in accordance with your signing authority. You must advise us immediately of any changes in Authorised Signatories.

14. Your Account opening date

If you mail your application to us or you have submitted your application through an AMP Financial Planner or accredited mortgage broker or AMP representative for deposit products, the Account opening date is the date we receive the application form at our office at 2-12 Macquarie Street, Parramatta, NSW before 4.00pm. The application and any additional documentation must be completed in all respects.

The Account opening date for completed applications received after 4.00pm will be the next Business Day.

If you apply for your account online at www.amp.com.au, before 4.00pm on a Business Day the Account opening date is that Business Day. If your online application is made after 4.00pm on a Business Day or on a non-Business Day, the Account opening date will be the next Business Day.

For opening deposits paid by cheque, the deposit is credited to your Account on the date we receive the cheque at 2-12 Macquarie Street, Parramatta, NSW if it is received before 4.00pm. For applications with cheque deposits received after 4.00pm the Account will be opened on the next Business Day.

For opening deposits paid by Direct Debit, the Direct Debit will be processed on the date we receive it at 2-12 Macquarie Street, Parramatta, NSW if it is received before 4.00pm. The deposit will be paid to the Account on the date that we receive the deposit from the Financial Institution from where the funds are being debited. This may not be the same day that the Direct Debit is processed or the Account is opened. For Term Deposits the term start date of your deposit will be the day we receive the funds.

If the application form is received after 4.00pm the opening date and Direct Debit will be processed on the next Business Day.

For opening deposits paid by electronic methods other than Direct Debits (example SWIFT or telegraphic transfer) the deposit will be paid to the Account on the date that we receive the deposit from the Financial Institution from where the funds are being sent. For Term Deposits the term start date of your deposit will be the day we receive the funds.

For deposit products other than Term Deposits: You cannot send us money electronically until we have advised you either by telephone or in writing that your Account has been opened. If you do, any deposits to your Account will only be made on the date that the Account is opened.

For Term Deposits: If you are paying your opening deposit by electronic method other than Direct Debit you must contact us to arrange this before sending any funds.

15. Joint Accounts

You can open an Account in your name or with one or more other persons.

If the Account is opened in the name of more than one person (or if it is for a company or trust or other organisation):

- We will assume that the Account is a joint Account unless you tell us otherwise.
- The authority to operate on the Account will be for any of you to sign, unless you tell us otherwise. You may nominate the number of signatories required for withdrawals or cheques (which may be one or more than one). This nomination must be signed by all Account holders.
- You are all liable jointly and individually for the Account.
- We may accept as a deposit any cheque payable to any one or more of you, and
- We may send you notices, statements or other documents including changes to these terms and conditions by mailing them to any one of the Account holders at their address shown in our records and you all will be deemed to have received it the day after it is sent.

Each of you is bound by the transactions made on the Account by the Authorised Signatories.

Access Cards are only available on joint Accounts where the signing authority is "any to sign". They are not available when the signing authority is "all to sign" or any more than one signatory to sign.

To vary the authority to operate for a joint Account you must give us written notice signed by all Account holders. A variation of an authority to operate is effective only if we consent. We can consent or refuse for any reason.

On the death of any one Account holder, we will automatically treat the balance in the Account as belonging to the other holder or holders. This does not affect our rights at law and equity.

We can give an executor or administrator of the Account holder's estate information on the Account, including the Account number, the Account balance and details of credit and debit interest and other transactions.

16. Trust Accounts

A trustee can open any of the Accounts shown in the table in condition 11 in trust for another person. This means that the trustee controls the Account for the benefit of that other person. The trust should be a legally formed trust and we will require certified copy(ies) of certain documents as listed in the application form.

You must be over 18 years to open an Account in trust for another person.

Societies, companies, businesses, executors, administrators and others can also open an Account in trust for another person. Details of Account opening and operating procedures are available from us.

17. Combining Accounts

We can combine the balances of two or more of your Accounts or loan accounts. However, we will not do this where:

- We know the Accounts or loan accounts are not held by you in the same capacity (for example, where you have a personal Account and also act as trustee for your child).
- Your debt to us arises from some business other than banking.
- We specifically agreed to keep your Accounts and loan accounts separate or your dealings with us suggest such an agreement, or
- We are bound by a code of conduct not to do so.

We will promptly give you notice after we have combined any of your Accounts with another of your Accounts or with any of your loan accounts, including any Redraw you may have in your loan accounts.

We do not have to combine an overdrawn Account with an Account that is in credit or loan account that has available Redraw in order to cover withdrawals, unless we have agreed to such an arrangement, eg cheques you have made on the overdrawn Account. We also do not have to combine an Account that is in credit with a loan account in order to cover loan arrears, unless we have agreed to such an arrangement.

18. Closing your Account

Subject to the other terms and conditions of your Account set out in this document, we will close an Account when you tell us in

writing or by calling us on 13 30 30 or by fax if you have BankFax (or by any other way we tell you). You are liable for all transactions made before your Account is closed. Monthly fees may apply even though the Account has been open for only part of a calendar month (see Deposit Products Fees and Charges Guide for details). If there are uncleared funds in the Account at the time you request to close the Account, the Account will not be closed and these funds will not be released until they are cleared.

All Account holders (excluding minors under the age of 13 years) must sign the request to close the Account.

We may close an Account for any reason including but not limited to the following:

- We reasonably consider you induced us to open the Account by fraud.
- We believe the Account is being used in a way that may cause loss to you or us.
- The Account becomes inactive for 6 months and has a nil or negative balance, or
- The Account becomes overdrawn.

If we close your Account we will give you reasonable notice at the address shown on our records.

We are required by law to forward the credit balance of an Account, less any fees and charges that may be owing, to the Australian Government as unclaimed money, if you have not operated on the Account for 7 years or more.

Payments for credit balances or Debit Balances

If the Account is closed in any circumstances and there is a credit balance, we will pay you by any means we think appropriate, an amount equal to the credit balance less any government duties and taxes and other charges and any of our fees and charges incurred before closure.

If the Account is closed in any circumstances and there is a Debit Balance, you must immediately pay us the amount by which the Account is overdrawn. This amount includes an amount equal to the Debit Balance, any government duties and taxes and other charges, and any of our fees and charges incurred before closure.

Details of fees and charges (including any government charges) that may apply are in the Deposit Products Fees and Charges Guide.

19. Death of an Account holder

It is important that we are informed of the death of an Account holder either by the deceased's executor or the surviving Account holders.

Upon receipt of this notice, we may pay withdrawals unless they have been stopped by:

- A person claiming to be entitled to administer the Account holder's estate.
- A beneficiary to the Account holder's estate.
- If it is a joint Account, other parties to that Account.

Subject to the production of satisfactory documentation, deposited funds may be immediately released to pay certain expenses such as funeral, medical or hospital accounts.

For both sole and joint Accounts, we may honour any cheques dated on or before the date of death provided that:

- They are signed by the deceased or an Authorised Signatory.
- The cheque or cheques are presented for payment not more than 7 days after we received notice of the death, and
- There are sufficient available funds in the Account.

Upon receipt of notice of the death of an Account holder, periodical payments and withdrawals will not be processed or permitted. For joint Accounts, they will not be processed or permitted unless authorised by the survivor or survivors.

20. Overdrawing

You must keep the balance of your Account in credit at all times. If for any reason your Account is overdrawn, you must immediately repay the amount by which it is overdrawn. We may charge interest whenever your Account is overdrawn. Please refer to the Deposit Products Fees and Charges Guide and Interest Rate Bulletin for further information.

For example, if your Account is overdrawn by \$1,000, with or without prior arrangement with us, and the debit interest rate is 12.00% pa for overdrawn deposit Accounts and the Account remains overdrawn in this manner for a period of 1 day, then the debit interest that we will charge you will be calculated as follows:

$$\left(\frac{-\$1,000 \times 12\%}{365} \right) \times 1 \text{ day} = \$0.33$$

The example above is indicative only and uses rates and figures we have selected to demonstrate how the account works. Actual interest rates vary from time to time. The calculations include rounding of decimal places.

Part C

Terms and conditions for the AMP First, eASYCash Management, eASYTransact, eASYSaver and Business eASYSaver Accounts.

21. Deposits

Types of deposits

You can deposit into your AMP First, eASYCash Management, and eASYTransact Account in any of the following ways (unless we advise you that any of these ways are no longer available):

- Cheque.
- Direct Credits.
- Direct Debit Request to directly debit an account you hold with another Financial Institution.
- By having all or part of your salary credited to your Account.
- By using a deposit book and making deposits by cheque or cash at Australia Post (personal customers only).
- Electronic transfer from another AMP Bank account, or
- Any other way we advise you.

You can deposit into your eASYSaver Account and Business eASYSaver Account by:

- Cheque (cheque deposits must be mailed to us).
- Direct Credit from your nominated account (please note this account needs to be in the same name as your eASYSaver Account or Business eASYSaver Account).
- Direct Debit Request to directly debit an account you hold with another Financial Institution (please note this account needs to be in the same name as your eASYSaver Account or Business eASYSaver Account).
- Any other way we advise you.

Refer to the Account Access and Operating Terms and Conditions for information on the above Access Methods

More than one nominated account in exactly the same name as the eASYSaver and Business eASYSaver Accounts can be linked to the eASYSaver or the Business eASYSaver Account at any given time. The nominated account can not be another eASYSaver Account or Business eASYSaver Account or a Term Deposit.

We may refuse to accept any deposit for any reason. You will not be credited for any additional deposits until we actually receive the money.

We may charge you a fee for Direct Credits that are disallowed (see Deposit Products Fees and Charges Guide).

Minimum and maximum amounts

Minimum and maximum amounts may apply to some Accounts. The minimum and maximum amounts applicable to an Account may vary from time to time. We will inform you of any change in accordance with condition 3. Refer also to the Account Features.

22. Interest we pay on credit balances

The interest rate applicable to the Accounts in this Part C may vary depending on the daily balance held in the Account.

For Accounts in this Part C that are opened on the last day of any month, see condition 23 for the first interest paid to that Account.

We may vary the interest rate applying to your Account in this Part C at any time without your consent. Interest is calculated daily and credited to these Accounts on the first day in each month following the month in which it accrues.

For example, if your Account Balance is \$1,000 at the close of business for every day of the month, and the current interest rate applicable to your Account is 4.00% pa, and your interest is paid monthly, and the month in which the interest is calculated has 30 days, then the interest will be calculated as follows:

$$\left(\frac{\$1,000 \times 4\%}{365}\right) \times 30 \text{ days} = \$3.29$$

interest paid for the month and credited to your Account on the first day of the next month.

The above example is indicative only and uses rates and figures we have selected to demonstrate how the account works. Actual interest rates vary from time to time. The calculations include rounding of decimal places.

We calculate interest from the date the Account is opened. If you close your Account, we do not pay you any interest for the day on which you do so.

For example, if you close your Account on 2 April 2009, you will be paid \$0 in interest for this day since this is the date the Account is closed. You will, however, receive any interest due to you, which has not already been paid to you, from the date the Account was opened until 1 April 2009.

Details of current interest rates applicable to your Account and the method of calculation are available in the Interest Rate Bulletin - AMP Banking and can be obtained by contacting us on 13 30 30 or on our website at www.amp.com.au/banking.

23. Accounts opened on the last day of any month

If the opening date of your Account is the last day of any month, we calculate interest from the date the Account is opened. The interest is calculated daily and paid on the first day of the second month after the Account was opened.

For example, if your Account is opened on 31 July 2009 and the Account Balance at the close of business on that date is \$1,000 and the current interest rate applicable to your Account is 4.00% pa, and the interest is paid monthly, then the first interest amount paid will be calculated as follows:

$$\left(\frac{\$1,000 \times 4\%}{365}\right) \times 32 \text{ days}$$

(1 day in July and 31 days in August) = \$3.51 interest paid and credited to your Account on 1 September 2009.

The example above is indicative only and uses rates and figures we have selected to demonstrate how the account works. Actual interest rates vary from time to time. The calculations include rounding of decimal places.

24. Account statements

- For AMP First, eASYCash Management, and eASYTransact Accounts we will send you an Account statement at least every 6 months.
- For eASYsaver Accounts and Business eASYsaver Accounts we will send you an Account statement at least every 6 months.
- For First Home Saver Accounts we will send you an Account statement at least every year.

At your request we will provide statements more frequently.

For joint Account holders, statements will be sent to Applicant One as indicated on your application form unless you request otherwise.

A fee will be payable if you require duplicate copies of statements. Please refer to the Deposit Products Fees and Charges Guide.

All transactions are listed on your statement in the currency of the transaction and the Australian dollar equivalent.

You should always check the entries on your Account statement carefully and report any error or unauthorised transactions to us as soon as you become aware of it.

If electronic statements are available for your deposit Account and you choose to receive your statements in this format, you will not be provided with a statement in paper format. Refer to the Account Features for statement format availability.

Refer to condition 45 for information about electronic communications.

25. Transaction lists on BankNet

When you view your transactions on BankNet you may retain a record of all your transactions by either printing from or saving onto your computer hard disk.

26. Adjustment of Debits and Credits to your Account

We may assign any date we consider appropriate to a debit or credit to the Account (except that, in the case of a debit, the date must not be earlier than the date on which the relevant transaction occurs). However, we credit payments to the Account

as soon as practicable after we receive them. This is not necessarily the same day that you (or someone else such as your paymaster) make a payment into the Account.

We may subsequently adjust debits and credits to the Account and the Account Balance so as to accurately reflect the legal obligations of you and us (for example, because of an error or because a cheque is dishonoured). If we do this, we may make consequential changes including to the interest payments or charges (see Deposit Products Fees and Charges Guide for details on charges).

27. Withdrawals

You can withdraw from or access your Accounts by any of the Access Methods indicated in the Account Features or by bank cheque (but only in favour of the name of the account holder in the case of the eASYSaver Account). Bank cheque withdrawal is not available for Business eASYSaver customers.

You may also withdraw from your AMP First, eASYCash Management, or eASYTransact Account via a periodical payment. Refer to the Account Access and Operating Terms and Conditions for information on periodical payments.

Part D

Terms and conditions for Term Deposits

28. Deposits

You can deposit into your Term Deposit in any of the following ways (or when opening a new Account):

- Cheque made payable or endorsed to AMP Bank Limited or is in the name of the new Account holder.
- Electronic transfer from another AMP Bank account.
- Any other way we advise you.

We may refuse to accept deposits for any reason.

Minimum and maximum deposits

The minimum deposit to open a Term Deposit is:

- \$25,000 for terms of 1 or 2 months and \$5,000 for terms of 3 months or more.

The maximum deposit is \$1 million unless we agree otherwise. Refer to condition 32 for length of term.

29. Interest

Which interest rate applies?

The interest rate applicable to a Term Deposit varies depending on:

- the term of the deposit
- the amount of the deposit, and
- how often interest is paid.

Once a term commences, the interest rate is fixed for that term. You can obtain details of our current interest rates from the Interest Rate Bulletin - AMP Banking and can be obtained by contacting us on 13 30 30 or from our website www.amp.com.au/banking.

When do you start earning interest?

You start to earn interest on the date the deposit is credited to your Account.

How and when interest is paid?

Interest is calculated daily and paid at maturity. For term deposits of 12 months or more, you may choose to have interest paid monthly, every 3 months, every 6 months or annually unless we specify otherwise.

Interest on Term Deposits is paid:

- Into a nominated account with us or another Financial Institution.
- By bank cheque (except for Term Deposits that have a 13 month term), or
- Into your Term Deposit to be added to your existing deposit and held for another term (available for term deposits of one year or less).

For example and for illustrative purposes only, assume you opened a Term Deposit on 2 April 2009 with a balance of \$20,000 for a 12 month term, with interest paid quarterly and the interest rate is 5.10% pa, your first interim interest payment would be calculated to 3 May 2009 and paid on 4 May 2009, as follows:

$$\$20,000 \times 5.10\% \div 365 \text{ days} \times 89 \text{ (number of days in quarter)} = \$248.71.$$

The example above is indicative only and uses interest rates and figures we have selected to demonstrate how the account works. Actual interest rates vary from time to time. The calculations include rounding of decimal places.

If interest is to be paid to you before the end of the term, the interest will be paid into a nominated account with us, or with another Financial Institution or by bank cheque.

30. Maturity of a term

Payment of deposit and interest

The deposit and interest are paid in the favour of the Account holder only. At the end of the term, the Account holder can choose to:

- reinvest the deposit and interest for a further term (available for terms of one year or less), or
- reinvest the deposit for a further term and have the interest paid into the nominated account with us, another Financial Institution or by bank cheque, or
- have the deposit plus interest paid into the nominated account with us, or with another Financial Institution or by bank cheque.

No interest is paid for the last day of the term.

Note: If a 5 Year Term Deposit would mature on a non-Business Day, it will instead mature on the last Business Day prior to that non-Business Day and the reinvested deposit and interest will also be made on that maturity date.

Deposits and interest paid into a nominated account with us, or with another Financial Institution or by bank cheque will be paid on the same maturity date.

If we do not receive your instructions before the end of a term, we will reinvest the deposit and deal with any interest in accordance with the last instruction that you had previously supplied to us in relation to the respective deposit.

For example:

1. If your last instruction was to reinvest the principal and interest of the deposit for 3 months then we will reinvest the principal and any interest that has not already been paid for 3 months.
2. If your last instruction was to reinvest the principal for 3 months and pay interest to your nominated account then we will reinvest the principal for 3 months and pay any interest that has not already been paid to your nominated account.

If you have not previously given us maturity instructions in relation to the respective deposit and the term is one year or less then we will reinvest the principal and any interest that has not already been paid for the same term, and with the same interest payment frequency, as the existing deposit.

Note: All deposits with terms greater than one year must have instructions for the payment of interest provided at the time of application. Hence if renewal instructions are not received then we will act in terms of the last instruction that you had previously supplied to us.

The interest rate to apply to the new deposit will be the rate applicable on the date of maturity for a deposit of the same term and otherwise on the terms and conditions applying at the time to Term Deposits.

Additional funds and withdrawals

At the end of any term, if you intend to reinvest for a further term, you can make:

- an additional deposit of any amount, or
- a withdrawal of any amount, but only if the remaining balance is \$5,000 or more, unless we agree otherwise.

Additional deposits may only be made at the end of the term.

31. Term Deposit maturity requests

If a Term Deposit maturity request to be processed on any particular business day is made by:

- (a) 2.30pm EST, and
- (b) in respect of instructions received via BankNet, the time specified on our website,

the Term Deposit maturity request will be completed on that business day subject to any errors, difficulties or faults in providing the service.

If the Term Deposit maturity request is completed on a non-business day or after 2.30pm EST (or the time specified on our website) on a business day, the Term Deposit maturity request will be completed on the next business day, subject to any errors, difficulties or faults in providing the service.

32. The term of the deposit

Length of term

We may determine from time to time the minimum and maximum terms for a deposit. Within the range set by us, you may choose a term of any length. The minimum term for new Term Deposit Accounts is 90 days unless the deposit exceeds \$25,000.

To find out about our current range of terms available refer to the Interest Rate Bulletin which can be obtained by contacting us on 13 30 30 or at our website www.amp.com.au/banking.

For all Term Deposits excluding the 5 Year Term Deposit

If your chosen term for a deposit ends on a non-Business Day, the term for that deposit will end on the next Business Day.

For the 5 Year Term Deposits

If the term for a 5 Year Term Deposit ends on a non-Business Day, the term for that deposit will end on the last Business Day before that non-Business Day. See condition 30 for details of the payment of deposit and interest.

Change of term at maturity

At the end of a term, if you reinvest for a further term, you may:

- change the length of the term, or
- if the new term is 12 months or more, change the frequency of payment of interest.

33. Withdrawals before the end of a term

Full or partial withdrawals for Term Deposits may be made before the maturity date. Requests for withdrawals must be made in writing and received before 2.30pm on a Business Day to be processed on the same Business Day. Requests received after 2.30pm will be processed on the next Business Day.

The interest rate adjustment below will apply. Any early withdrawal amount and applicable interest will be paid into your nominated account with us, another Financial Institution or by bank cheque.

If you withdraw all or part of your deposit within the first seven days of a term, no interest will be paid.

If you withdraw all or part of your deposit at any other time, the interest rate applicable to the amount withdrawn is adjusted by the rates shown in the table below. For example, when you withdraw all or part of your deposit and less than 25% of the original term has lapsed then the interest rate (the “adjusted interest rate”) is 3% per annum (pa) less than the rate which originally applied to the deposit.

PORTION OF TERM COMPLETED	INTEREST RATE ADJUSTMENT
Less than 25%	3% pa
25% to less than 50%	2.50% pa
50% to less than 75%	2.00% pa
75% to less than 90%	1.50% pa
90% or more	1% pa

This interest rate adjustment will not apply where a Term Deposit is repaid prior to maturity due to the death of an Account holder.

If interim interest has been paid and the Term Deposit is repaid before maturity, we may need to recover this interest and the resultant payout may be less than the original deposit.

For example and for illustrative purposes only, you deposited \$276,000.00 into a Term Deposit on the 19th December 2008 for 1 year (365 days) at an interest rate of 5.30% pa. On the 6th January 2009 (18 days later) you decide to make a partial withdrawal of \$30,000. As the portion of the term completed is less than 25% of the term (18 days divided by 365 days is 5%) a 3% pa interest rate adjustment will apply to the original interest rate of 5.30% pa. The adjusted interest rate that will then be applied to the withdrawn amount of \$30,000 will be 2.30% pa and calculated as follows:

i) \$30,000 (partial amount withdrawn)	x 5.30% original Interest Rate	x 18 days Term Deposit held for	÷ 365 days No. of days per year	= \$78.41 interest payment
ii) \$30,000	x 3.00% (interest rate adjustment)	x 18 days	÷ 365	= \$44.38 reduced interest

Therefore, the difference between \$78.41 and \$44.38 is \$34.03 which is the interest payment amount that you will receive after the interest rate adjustment of 3.00% pa is applied.

The interest will be paid to you on the withdrawal date. However, if you chose to have interest paid monthly, every 3 months, every 6 months or annually your interest will be recalculated by applying the adjusted interest rate to your deposit from the commencement of the term. If you are required to refund any interest we will deduct it from your deposit on the day you withdraw the deposit.

The example above is indicative only and uses rates and figures we have selected to demonstrate how the Account works. Actual interest rates vary from time to time. The calculations include rounding of decimal places.

To make a partial withdrawal of your deposit, the remaining balance in your Term Deposit must be \$5,000 or more, unless we agree otherwise.

The remaining balance of the deposit will continue to earn interest at the rate which applied to the original deposit for the remainder of the term and otherwise on the same terms and conditions which applied at the time the original deposit was made.

If the interest rate, before an adjustment is made, is less than the adjusted interest rate, no interest will be paid.

34. Deposit confirmation

We will send you a confirmation of the opening of your Term Deposit and any time we pay interest during the term of the deposit, if interest is paid during the term of the Term Deposit.

21 Days before the maturity date a letter will be sent to you as a reminder that the term is ending soon. The letter includes the Term Deposit's maturity details and instructions previously provided by you as well as the term, maturity date, interest rate, Account balance, gross interest, net interest, total balance and any new term deposit Account details (if applicable, based on the maturity instructions).

Part E

Terms and conditions for Offset Deposit Account

35. Offset Deposit Account

Offset Deposit Accounts can only be linked to eligible AMP Bank Offset Loan Account or such other loan accounts that we may agree to from time to time.

Only one Offset Deposit Account can be linked to an eligible Offset Loan Account.

An Offset Deposit Account may only be opened in either one of the borrowers' names or all of the borrowers' names. For example, where there are more than 2 borrowers the Offset Deposit Account cannot be in 2 or 3 borrowers' names.

As interest is not paid on an Offset Deposit Account, if the balance in the Offset Deposit Account is greater than the balance of the linked Offset Loan Account, the amount in excess of the loan balance will not be offset and will not earn interest.

36. Deposits

You can deposit into your Offset Deposit Account in any of the following ways unless we advise you that any of these ways are no longer available):

- Cheque (must be mailed to us).
- Direct Credit from your nominated account.
- Direct Debit Request to directly debit an account you hold with another Financial Institution.
- By having all or part of your salary credited to your Account.
- By using a deposit book and making deposits by cheque or cash at Australia Post (personal customers only).
- Electronic transfer from another AMP Bank account, or
- Any other way we advise you.

Refer to the Account Access and Operating Terms and Conditions for information on the above Access Methods.

We may refuse to accept any deposit for any reason. You will not be credited for any deposits until we actually receive the money.

We may charge you a fee for deposits that are disallowed (see Deposit Products Fees and Charges Guide for details).

Minimum and maximum deposits

Any minimum and maximum amounts applying to Offset Deposit Accounts are shown in the Account Features.

37. Interest

You are not paid any interest on any credit balance in your Offset Deposit Account, even if your credit balance exceeds the Offset Loan Account balance to which the Offset Deposit Account is linked.

While your offset arrangement applies, we will calculate the interest accruing for each day on your Offset Loan Account by the following method:

- Multiplying the daily outstanding principal in the Offset Loan Account by the interest rate, and
- Multiplying the daily credit balance in the Offset Deposit Account by that same interest rate, and
- Subtracting the two amounts to obtain a net interest amount that is charged to the Offset Loan Account. These net amounts accrue until the next loan Repayment Date when the total amount is charged to the Offset Loan Account and then again on each Repayment Date. It will also be debited on the last day of the loan if the loan is held for the full original term.

The offset benefit is the difference between the net interest amount as calculated above and the debit interest you would have paid on your loan account if you did not have a linked Offset Deposit Account.

Details of current interest rates applicable to your Offset Loan Account are available in the Interest Rate Bulletin and can be obtained by contacting us on 13 30 30 or on our website at www.amp.com.au/banking.

38. Delinking the Offset arrangement

If you request to remove the link between your Offset Deposit Account and your Offset Loan Account or if you repay and close your Offset Loan Account before the end of the loan term, the offset benefit will only be calculated up to the last Repayment Date before you close the Offset Loan Account.

39. Withdrawals

You can withdraw from or access your Offset Deposit Account by any of the Access Methods indicated in the Account Features or by bank cheque.

You may also withdraw from your Offset Deposit Account via a periodical payment.

Refer to the Account Access and Operating Terms and Conditions for information about periodical payments.

40. Fees

Fees may apply to your Offset Deposit Account (see Deposit Products Fees and Charges Guide for details).

41. Account statements

We will send you an Account statement at least every 6 months.

At your request we will provide statements more frequently.

For joint Account holders, statements will be sent to Applicant One as indicated on your application form unless you request otherwise.

A fee will be payable if you require duplicate copies of statements. Please refer to the Deposit Products Fees and Charges Guide.

All transactions are listed on your statement in the currency of the transaction and the Australian dollar equivalent.

You should always check the entries on your Account statement carefully and report any error or unauthorised transactions to us as soon as you become aware of it.

If electronic statements are available for your deposit Account and you choose to receive your statements in this format, you will not be provided with a statement in paper format. Refer to the Account Features for statement format availability.

Refer to condition 45 for information about electronic communications.

42. Transaction lists on BankNet

When you view your transactions on BankNet you may retain a record of all your transactions by either printing from or saving onto your computer hard disk.

43. Blocking access to your Offset Deposit Account

It is our right to block access to your Offset Deposit Account. In the event that you default on your Offset Loan Account, we may at any time and without prior notice to you transfer or apply the whole or any part of your credit balance of your Offset Deposit Account in payment of the whole or any part of your Offset Loan Account.

Part F

Miscellaneous

44. When times are tough

If for some reason you are experiencing financial difficulties and believe you will or may have trouble meeting your commitments, please call us to discuss a possible solution or arrangement. It is best that you tell us as soon as possible before your Account is overdrawn.

45. Electronic communications

Unless prohibited by law we may provide certain information to you by electronic communication, eg:

- by emailing to your device, electronic equipment or email address nominated by you from time to time, or
- by making available and notifying you of the availability of the information at our electronic address for retrieval.

If you agree to receive information by electronic communication, that information may not be provided to you in paper format. You must agree by making a positive election. A positive election includes checking the appropriate box on the application form where available.

You must have a valid email address. You may change your nominated device, electronic equipment or email address for receipt of electronic communications, however, if you do so, you must notify us of that change before the change takes effect.

If you change your mind later and do not wish to receive information by electronic communication, you may revoke the election at any time by notifying us in writing. If you do, it may result in you not being able to receive certain banking services from us.

46. Other financial services

You agree that we may send you information about services (including financial, credit card and insurance services) we or any Related Bodies Corporate offer.

Part G

Important Words

Access Card means a card issued by AMP Bank which allows you to access funds in an Account linked to your Access Card.

Access Methods means any method authorised by AMP Bank to allow you to give us instruction to make transactions to or from your Account. Access Methods may be used together with devices, identifiers, Security Access Codes or a combination of these. Examples of Access Methods are: Access Card, Cheque, BankAssist, BankNet and BankPhone. For terms and conditions to all Access Methods, refer to the Account Access and Operating Terms and Conditions.

Account means, unless the context otherwise requires, an AMP Bank deposit account (including a Term Deposit).

Account Balance means at any time, the difference between all amounts credited and all amounts debited to the Account under these terms and conditions at that time. When this amount is to be calculated for the end of a day, it includes all debits and credits assigned to that day.

Account Features for deposit products are available in the Features At A Glance table at the front of this document and at www.amp.com.au/banking.

ATM means an automatic teller machine.

Authorised Signatory means you (unless you are a minor under the age of 13 years) and any person authorised by you to sign on the Account.

BankAssist means the Access Method described in Part D of the Account Access and Operating Terms and Conditions.

BankFax means AMP Bank's fax banking service described in Part E of the Account Access and Operating Terms and Conditions.

BankNet means AMP Bank's online internet banking service described in Part F of the Account Access and Operating Terms and Conditions.

BankPhone means AMP Bank's automated telephone banking service described in Part F of the Account Access and Operating Terms and Conditions.

Business Day means a day when we are open for normal banking business in Sydney, other than a Saturday, Sunday or public holiday in NSW (including bank holidays).

Customer Name is the name in which the Account is held and in the case of a joint Account is the name of all joint Account holders.

Day of Operation has the meaning described in Part A.

Debit Balance means the Account is overdrawn, ie you owe us money.

Direct Credit means a credit to your Account from an account held with another Financial Institution or another AMP Bank account that is not arranged through your Account, or a credit to an account held by an external party (or you) at another Financial Institution or another AMP Bank account that you arrange from your Account.

Direct Debit means a debit from your AMP Bank Account that you arrange through an external party (such as a merchant or another Financial Institution) or different AMP Bank account (Direct Debits may not be allowed on an eASYSaver or Business eASYSaver Account), or a debit from an account held with another Financial Institution or different AMP Bank account to your Account that you arrange through us.

Dispute means you are not satisfied with our initial decision regarding your complaint and you request a review of the decision.

EFTPOS means an Electronic Funds Transfer Point of Sale facility.

EST is Eastern Standard Time, also known as Australian Eastern Standard Time (AEST) and becomes Australian Eastern Daylight Time (AEDT) when Daylight Saving Time is observed in New South Wales.

Deposit Products Fees and Charges Guide should be read with this document and the Account Access and Operating Terms and Conditions.

Financial Institution means a bank, building society or credit union.

Offset Loan Account means an eligible loan product in the Offset arrangement.

Personal customers excludes a customer who is a company, trust, co-operative, incorporated or unincorporated association, government body or partnership.

Redraw means any advance payment you have made to your loan account that may be available for redraw under the terms and conditions of your loan account.

Related Bodies Corporate has the meaning defined in Section 50 of the Corporations Act 2001.

Repayment Date has the meaning defined in the Loan Conditions of your Loan Agreement.

Signing Authority means the procedure, set out in the application form, for issuing instructions on the Account and can be "any to sign", "all to sign" or any combination of Account holders. If you make no election the default on the Account will be "any to sign".

Small Business means a business employing:

- (a) less than 100 full-time (or equivalent) employees, if the business is or includes the manufacture of goods, or

- (b) in any other case, less than 20 full-time (or equivalent) employees, but does not include a business that obtains an Account or Access Method in connection with another business that does not meet the elements in (a) or (b) above.

Third Party Debits are debits to an Account arranged by direct debit authority with another Financial Institution.

We or Us or Our, AMP Bank or AMP Banking means AMP Bank Limited ABN 15 081 596 009, AFSL No. 234517 and its successors and assigns.

You means the person or persons in whose name the Account is maintained. If there is more than one of you, you means each of you separately and every 2 or more of you jointly. You includes your successors and assigns.

The singular includes the plural and vice versa.

A reference to:

- Any thing includes the whole and each part of it.
- A document includes any variation or replacement of it.

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