



Term Deposit Accounts

Product Disclosure Statement

Effective from 28 May 2010



NURSES FIRST

A division of
Police & Nurses Credit Society Ltd

These Terms & Conditions relate to the offer of Nurses First Fixed Term Deposit accounts.

The information provided in this document is not financial product advice and has been prepared without taking into account your specific personal circumstances. You should read the whole of this document and consider all the information in light of your own personal circumstances before deciding to obtain any of the products offered.

Nurses First is a division of Police & Nurses Credit Society Ltd.

1. Application of these Terms & Conditions

- a. These Terms & Conditions shall apply to any Fixed Term Deposit account operated with Nurses First.
- b. In this document references to “we”, “us”, “our” or “Nurses First” are references to Nurses First, a division of Police & Nurses Credit Society Ltd and references to “you” or “your” are references to you, the account holder(s) in respect of the account to which these Terms & Conditions will apply.
- c. Your continued use of an account or retention of funds in an account means that you agree to these Terms & Conditions.

2. Account Operations

- a. To open a new account or become a signatory to an account, all signatories are required to provide personal identification and be verified, as required by law.
To have your identity verified, please present Nurses First with one Primary photo identification (e.g. passport, drivers licence etc) or one Primary non-photo identification (e.g. birth certificate, citizenship certificate etc) and one Secondary identification (e.g. utility bill, ATO assesment etc).
Should you require further information about the identification requirements, please contact Nurses First.
- b. At the time of opening an account, we will request that you nominate all people who will be authorised to operate the account (the signatory or signatories to the account).
- c. If you do not indicate on the application the account authorisation instructions (i.e. one to sign or two to sign), then we shall deem that any one of the signatories alone may operate the account (subject to any written instruction to the contrary).
- d. We accept that the authorised signatories have authority to act fully and effectively in all dealings, matters and transactions with respect to the account.

- e. If you wish to alter the account authorisation instructions, then we must be notified in writing and such notification is to be signed by the authorised account holders.

3. Joint Accounts

- a. If the account is a joint account the funds are held in joint tenancy and therefore upon the death of one of the account holders the funds will automatically pass to the survivor(s).
- b. If these Terms & Conditions are given to any of the joint account holders then it will be deemed that all account holders have received them.
- c. All account holders are jointly and severally responsible for any indebtedness in respect to any account within the membership.
- d. Nurses First can send notices, statements or any other documents by mailing them to any one of the joint account holders at the current address recorded for the account. In this event it is deemed that all of the account holders shall have received the notice, statement or other documents the next working day after it is sent.

4. Privacy

- a. We recognise the importance of the privacy of your personal details, and are committed to protecting the confidentiality of any of your personal information that we hold. For more information about how we collect and use your personal information please visit our website at www.nurses1st.com.au or contact Nurses First.

5. Mutual Banking Code of Practice

- a. If you are an individual, and use your account alone or jointly with another individual or individuals, then the provisions of the Mutual Banking Code of Practice will apply to the account. You may obtain a copy of the Mutual Banking Code of Practice by contacting Nurses First or visiting www.abacus.org.au/consumers/mutual-banking-code-of-practice.

6. Statements

- a. A statement will be issued at least once every 6 months.
- b. Statements will be sent to the address recorded on your account. If you change your address, you must notify Nurses

First as soon as possible. In those cases where a statement has been returned undelivered, further statements may not be mailed to you until a new mailing address has been provided.

- c. Additional statements can be obtained upon request, however a charge may be applied.

7. Dispute Resolution

- a. Nurses First's goal is member satisfaction and we have established procedures for internal and external dispute resolution, including membership of an ASIC approved independent dispute resolution scheme.
- b. At Nurses First our aim is to meet the needs of our members and, where an issue is not satisfactorily resolved, our Internal Dispute Resolution Service provides members the opportunity to refer the matter to the Member Representative where a review of the issue raised is undertaken.
- c. If you have a complaint about the service provided to you, please take the following steps:
 - Contact the Nurses First branch or call 9419 1901 to discuss your complaint.
 - If your complaint is not satisfactorily resolved we will refer you to our Member Representative, who will discuss the issue with you and attempt to resolve your complaint.
 - If we find that an error was made, we will make the appropriate adjustments to your affected account, including interest and charges (if any) and will advise you in writing of the amount of the adjustment.
- d. If you do not receive a satisfactory outcome from our Member Representative, you have the right, at no cost to yourself, to contact our independent external dispute resolution scheme:

Name: Financial Ombudsman Service (FOS)

Mail: GPO Box, Melbourne VIC 3001

Phone: 1300 780 808

Fax: (03) 9613 6399

Email: info@fos.org.au

Website: www.fos.org.au

8. Withholding Tax

- a. Where no tax file number has been lodged with us and where no exemption applies, or for members residing permanently overseas, withholding tax will be debited from your account in accordance with current government rates.

9. Changes to Terms & Conditions

- a. Nurses First can change the Terms & Conditions from time to time.
- b. We will notify you in writing at least 30 days before the effective date of changes if the change to the Terms & Conditions will:
 - introduce a new fee or charge; or
 - vary the method by which interest is calculated or the frequency with which it is debited or credited.
- c. We will notify you in writing at least 20 days before the effective date of change or such other longer period as may be required by law if the change to the Terms & Conditions will:
 - increase charges relating solely to the use of your access method or the issue of additional access methods;
 - increase your liability for losses;
 - make any changes to your account(s) in respect of which the law requires that notice be given to you.
- d. We will notify you of any other changes to these Terms & Conditions no later than the day the change takes effect, or such longer period as may be required by law, by:
 - notices on or with your periodic account statements;
 - direct written notice to you; or
 - press advertisement in the national or local media.
- e. If a change to an interest rate, fee or charge reduces your obligations (e.g. lowering a fee), then notice of the change will be given at the time we next correspond with you.

10. Interest

- a. Interest rates offered by Nurses First may vary however once we have agreed on an interest rate with you, the interest rate is fixed for the term of the Term Deposit. Details of current interest rates are available upon request from the Nurses First branch or on our website at www.nurses1st.com.au
- b. Interest is calculated daily and credited to your account in accordance with your instructions, and any special conditions of the Term Deposit.

11. Right of Set Off

- a. Nurses First reserves the right to apply the balance held in any of your Fixed Term Deposit accounts against any debts owed by either you, jointly or individually, to Nurses First.

12. Early Redemption

- a. Interest will only be paid on funds invested for a minimum of 30 days. In the event of early termination of the Term Deposit, interest will be calculated at the interest rate applicable to the FairSaver Account at the time the investment is redeemed.
- b. If any interest has been paid prior to early redemption of your Term Deposit, then any shortfall arising from the recalculation of interest in accordance with the previous paragraph will be deducted from the principal amount.
- c. Nurses First will not allow withdrawals unless acceptable proof of identity of the person making the withdrawals is provided.
- d. To determine the value of principal and interest you will receive on a particular day if you terminate your investment on that day (prior to maturity), please contact Nurses First.

13. Rollover Maturity

- a. We will advise you before your investment matures. If you do not provide us with any written instructions as to what will occur when your investment matures, then, at maturity, your Term Deposit will be reinvested for a term equal to the preceding term at the current interest rate.
- b. These Terms & Conditions will continue to apply to any investment account that rolls over into a new term.
- c. Any increase to the amount of the Term Deposit after maturity will only accrue interest from the date the additional funds are deposited in the investment. The original value of the Term Deposit will accrue interest from the date of maturity. Additional funds can only be deposited up to 7 days after maturity (including date of the maturity).

14. Cheque Clearance

- a. When a cheque is deposited to an account at a branch, the funds cannot be withdrawn until proceeds have been made available. Funds will be made available as follows:
 - Australian banks and financial institutions - 4 working days
 - Interstate cheque - 4 working days
 - Overseas cheque - 45 working days
 - Public Holiday in state where cheque is payable - 6 working days
 - Cheques deposited after 3pm any day of the week - 5 working days

15. Redemption

- a. Term Deposits can be redeemed as follows:
- By cheque;
 - By transfer to a Nurses First account;
 - By electronic transfer to another financial institution (can take up to 2 working days).

16. Special Terms & Conditions

Money Maker Term Deposit Standard Term Deposit	<ul style="list-style-type: none">• Terms range from 2 to 60 months.• Minimum deposit \$5000 for terms of 3 months and above.• Minimum deposit \$25,000 for 2 month term.• Interest is paid on maturity.
Regular Income Term Deposit Term Deposit designed to give a regular income to the member with flexible frequency options.	<ul style="list-style-type: none">• Minimum deposit \$5000.• Terms range from 12 to 60 months.• Interest is paid monthly, quarterly or annually, on the anniversary of lodging the deposit.• Interest must be credited to a Nurses First savings account, paid by cheque or electronically transferred to an external account.
Term Deposit Specials Special promotional Term Deposit offers with minimum deposits values and specific terms to qualify for a high rate of return.	<ul style="list-style-type: none">• Minimum deposit as advertised from time to time.• Qualifying terms as advertised from time to time.• Interest on maturity.



NURSES FIRST

A division of
Police & Nurses Credit Society Ltd

(03) 9419 1901

All enquiries

13 25 77

Head Office and Phonenumber telephone banking

www.nurses1st.com.au

Website

info@nurses1st.com.au

Email

250 Victoria Parade, East Melbourne, VIC 3002

Branch

The information contained in this brochure is for general purposes only. It has been prepared without considering any personal objectives, financial situation or needs. We recommend you read the relevant Product Disclosure Statement and/or terms and conditions when considering a product's appropriateness to your circumstances. Copies of these documents are available at www.nurses1st.com.au or from Nurses First. Nurses First is a division of Police & Nurses Credit Society. Police & Nurses Credit Society is a member of an ASIC approved dispute resolution system. For information regarding this please contact us on 13 25 77.