



Business Banking

A guide to everyday
business banking

www.tcu.com.au
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Contents

Business Banking
Tailored Business Accounts
Business Management Account
Term Deposits
30 Day At Call Account
Business Internet Banking
BPAY
Business Loans
Privacy Statement
Dispute Resolution Procedures

Business Banking

Business Banking - Services

Operating a business in remote areas of the Northern Territory can be challenging. We are able to assist you by taking care of your business banking needs. As a valued business member of TCU you will receive face to face service from the local staff in one of our branches as well as the personal service of your dedicated Business Liaison Officer in our Head Office. Our Business Liaison Officers have many years experience in the Finance industry and are on hand to assist you with all your everyday financial needs.

Advantages of banking with us

- ✓ Ability to deposit and withdraw money locally
- ✓ Personalised one on one service with a dedicated Business Liaison Officer
- ✓ Business accounts can be blocked from general staff viewing if requested
- ✓ Significant negotiated banking fees arrangement available in certain situations
- ✓ You are supporting your local branch to be competitive and keeping money in the community.

Please read through the following information about our business banking products and services and if you require any further information please don't hesitate to contact one of our business banking team members on 8999 0777 or at info@tcu.com.au.

Tailored Business Account

These are everyday business accounts that your business or organisation can use for day to day transactions. You can open multiple business accounts or open sub accounts off your everyday account if you need to manage multiple budgets. You can write cheques from this account, pay bills, access business internet banking and process payrolls.

You can tailor this account to suit the number of transactions you would process during a month. You can choose from a low, medium and high usage account in order to minimise excess transaction charges. Details of what is included in each plan can be found in our Interest, Fees and Charges Brochure.

IMPORTANT INFORMATION

- All interest is calculated daily and processed monthly to accounts on the last working day of the month.
- Cheque books are available in 25 leaf to 200 leaf. Deposit books are also available.
- Statements can be sent on a regular basis, i.e. monthly, quarterly or can be printed from your business internet banking at anytime.
- We can transfer funds to an account at another financial institution or you can do this through business internet banking at anytime.
- Certificate of Incorporation / Business Name is required to open this account.
- These accounts are to be maintained in credit at all times, unless prior arrangements have been made.

Fees and Charges apply. (See our [Interest, fees & charges](#) brochure)
Refer to our [Product Disclosure Statements](#) brochure for full details.

Business Management Account

If you are a customer with a significant amount of banking funds you can apply for a Business Management Account. This is an everyday business account that your business or organisation can use for day to day transactions. You can open multiple business accounts or open sub accounts off your everyday account if you need to manage multiple budgets. You can write cheques from this account, pay bills, access business internet banking and process payrolls.

Interest rates on this account and fees are negotiated on an individual basis with clients who are eligible for this account.

IMPORTANT INFORMATION

- All interest is calculated daily and processed monthly to accounts on the last working day of the month.
- Cheque books are available in 25 leaf to 200 leaf. Deposit books are also available.
- Statements can be sent on a regular basis, ie monthly, quarterly or can be printed from your business internet banking at anytime.
- We can transfer funds to an account at another financial institution or you can do this through business internet banking at anytime.
- Certificate of Incorporation / Business Name is required to open this account.
- These accounts are to be maintained in credit at all times, unless prior arrangements have been made.

Fees and Charges apply. (See our [Interest, fees & charges](#) brochure)
Refer to our [Product Disclosure Statements](#) brochure for full details

Term Deposits

We understand that sometimes businesses have funds that sit in their account waiting till the time that they are needed. We are able to offer businesses the ability to invest part or all of these funds in a term deposit in order to earn interest on those funds whilst they are not needed.

IMPORTANT INFORMATION

- Interest rates change daily but are fixed for the term of the deposit. They are available on request.
- Term Deposits can be opened at any TCU branch.
- A minimum deposit of \$500 is required to open a Term Deposit for 3 months or more.
- A minimum deposit of \$50,000 is required to open a term deposit for less than 3 months.
- Funds are fixed and cannot be withdrawn until the term has expired.
- Interest is calculated daily and paid on maturity and can be paid directly to an account or compounded and added to the term deposit.
- The TCU Board at its discretion may refund Term Deposits before maturity for a valid reason, on 7 days notice in writing. If an amount is paid before maturity the interest rate applied will be that currently applied to Savings Accounts (S1).

Fees and charges apply. (See our [Interest, fees & charges](#) brochure)
Refer to our [Product Disclosure Statements](#) brochure for full details.

30 Day At Call Account

If you would like to earn a higher interest rate than you would on an everyday account but can't commit to the fixed period of a Term Deposit then a 30 Day At Call Account may be the answer. This account locks your funds away for 30 days then allows them to be accessed only through phone or internet banking or by visiting a branch after the initial period.

IMPORTANT INFORMATION

- Funds are at call after initial 30 days.
- Funds can be withdrawn within the 30 days, with 7 days notice in writing.
- An interest penalty will apply if funds are withdrawn early
- A \$500 minimum opening balance required.
- A minimum \$500 daily balance required to earn interest.
- Unlimited 24 hours 7 days a week access via– Phone Banking– Online Banking
- There is no CUECARD or cheque book access available.
- Interest rate is tiered.
- Interest is calculated daily and credited quarterly

Fees and charges apply. (See our [Interest, fees & charges](#) brochure)
Refer to our [Product Disclosure Statements](#) brochure for full details

Business Internet Banking

You can use Internet Banking to access your business accounts 24 hours a day, seven days a week. This means that you can check your account balances, pay bills and transfer money to other people instantly without having to go through a TCU branch.

Features of Business Internet Banking

- Check the balance of your accounts.
- Transfer funds between your accounts as well as to other linked TCU accounts.
- Transfer funds externally to other Bank or Credit Union accounts.
- Pay your bills using BPAY®.
- Process payrolls.
- Upload payments from your current accounting package.
- See past transactions online.
- Print your financial information.
- Ability to operate with multiple signatories.

Refer to our [Product Disclosure Statements](#) brochure for full details. This brochure contains terms and conditions of internet banking and apply when you use TCU's Netteller.

Your use of Netteller indicates your acceptance of such terms and conditions.

Do not reveal your password to anyone and do not keep a written record even if it is disguised.

The best way to ensure protection of your password is to memorise it.

BPAY®

BPAY is an easy way that you can pay your bills from your TCU account. You can pay your phone bill, rent, electricity, school fees and much more. BPAY allows us to make payments on your behalf to billers who wish to receive payments through the BPAY scheme.

IMPORTANT INFORMATION

- BPAY allow you to:- Pay bills 7 days a week, 24 hours a day- Pay bills in advance (up to 90 days in advance)- Pay from your choice of account
- There are no fees involved in doing a BPAY transaction.

How to make BPAY Payments

You can make a BPAY payment through Phone Banking, Online Banking or at any TCU branch. Just look for the BPAY symbol on each bill you receive.

ON LINE- BPAY can be processed through Net Teller on our website located at www.tcu.com.au

PHONE BANKING- Phone 08 8999 0777 and select option number 5.

AT TCU- Call into any branch of TCU with your bill displaying the BPAY symbol.- Complete a withdrawal form for the amount of the bill.- Hand the withdrawal form and your bill to any one of our tellers and they will pay your bill and give you a BPAY receipt number to verify that the bill has been paid.

BPAY Payment Schedule

| If the BPAY payment is made: | Payment will be received by the biller: |
|------------------------------|---|
| Before 2pm on a business day | On the next business day |
| After 2pm on a business day | 24 to 48 hours later excluding weekends and public holidays |
| On a non-business day | On the next business day allowing 24 to 48 hours |

Refer to our [Product Disclosure Statements](#) brochure for full details.

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Business Loans

Thinking of starting a Business?

If you have been thinking about starting your own business and would like to find out about obtaining finance to start it please give one of our business banking team members a call on **08 8999 0777** or email them at info@tcu.com.au.

TCU may offer business loans at the discretion of the TCU board. In order to apply for one you will need to make a business plan that you can present to one of our business banking team.

Other Commercial Loans

At TCU our aim is to be able to provide face to face financial services to remote communities who would otherwise not have access to this. As a result we do not normally focus on providing large commercial loans. If you are an existing member of TCU, the board of directors will consider applications for commercial loans on a case by case basis. Please contact one of our business banking team members on **08 8999 0777** or on email at info@tcu.com.au if you would like to enquire about a loan

Privacy Statement

The nature of personal information collected and maintained generally comprises your name, address, account numbers, contact details (including telephone, fax and e-mail), tax file number, date of birth, annual income and other financial details, place of work, credit history and transaction history.

What Information don't we collect?

The personal information we collect does not usually comprise sensitive information or opinion about a person's racial or ethnic origin, political opinions, membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual preferences or practices, criminal records or health information. We must not collect the information if you instruct us not to. However, if you provide incomplete or inaccurate information, we may not be able to provide you with the services you are seeking where the information we need is relevant to the service.

How do we collect the Information?

We collect most personal information directly from you. For example, we may collect personal information when you open an account, fill in an application form, deal with us over the telephone, send us a letter, visit our website, or when you have contact with us in person. There may also be occasions when we need to source personal information about you from a third party. For example, we may collect personal information from a credit-reporting agency, an insurer of your mortgage, or an employer.

Use of Personal Information

As mentioned previously, we collect your personal information for the primary purpose of building and servicing our relationship with you. For example, opening and operating an account or seeking a loan. This Privacy Policy is made on behalf of Traditional Credit Union Ltd and all references to "TCU", "we", "us", or "our" in this statement refers to Traditional Credit Union Limited (ABN 50 087 650 922) and any of its related bodies corporate or trading names. The National Privacy Principles also form part of this Privacy Policy and are available on the Privacy Commission's web site www.privacy.gov.au.

Privacy Statement

Our Commitment to Privacy.

At TCU, we understand the importance you attach to information that identifies you ('personal information'), and protecting the confidentiality of that information is fundamental to the way we do business. We treat very seriously the ongoing trust you have in us to keep information we have about you private and confidential.

This Privacy Policy relates to all personal information you may provide TCU as you do business with us, and will be used to safeguard your privacy, unless you give us permission to use your information in another way. In summary, it controls how we collect, use, store and disclose personal information about you. If you have any questions relating to this Privacy Policy, please feel free to contact our Head Office on 8928 0777.

Personal Information

What Information do we collect? In carrying on our business, TCU must collect certain personal information that is necessary to establish and service a mutually rewarding relationship with you and helping you access our products and services.

We may also use or disclose your personal information for purposes secondary to the main reason we collect it, such as:

- Internal Accounting & Administration
- Regulatory reporting and compliance
- Protecting you and TCU from error and fraud
- Helping us to identify and inform you about other products or services that may be of benefit to you

We may also contract out some of our functions and activities. For example, we may provide names and addresses to a mailing house to mail account statements

Privacy Statement

Your Consent to Disclosure.

In certain circumstances, your consent will be obtained so that we can disclose your information. Your consent is important, and can be express or implied. Your express consent can be verbal or written.

Your Consent to Disclosure.

In certain circumstances, your consent will be obtained so that we can disclose your information. Your consent is important, and can be express or implied. Your express consent can be verbal or written. You imply consent when we can reasonably conclude that you have given consent by some action you have taken, or when you decide not to take action. For example, when you request a cheque book, we disclose identifying information about you to a printer so that your cheque book can be personalised. Naturally, the confidentiality of your personal information is still maintained. In addition, when you enter into an arrangement with TCU such as BPAY® facilities, and you accept the terms and conditions associated with the facility, you are giving your consent to the disclosure of identified information.

Dispute Resolution Procedures

Complaints & Dispute Resolution

Traditional Credit Union Limited is Proud of the quality service we provide and are committed to being the leading provider of financial services to Indigenous people in the Northern Territory.

Please tell us if you have a complaint.

If you are unhappy with any of our products or services we need to know so that we can work together to resolve the problem. The Code of Practice provides that you have access to a free dispute resolution system. TCU have such a system in place designed to deal promptly and fairly with complaints.

What to do if you have a complaint.

Step 1:

Talk to the staff at your local branch or Head Office. Let them know what the problem is and they may be able to solve the problem immediately.

Step 2:

Advice TCU's Complaints Officer or complete a Dispute Form. The dispute will be referred to a senior staff member responsible for the particular product or service that you are having a problem with. If the original decision is not to your satisfaction, you have the option of having your complaint reviewed by the General Manager. The decision given by the General Manager will normally be considered final and in most cases written reasons will be given for the decision.

If you are still not satisfied with the result

Step 3:

You can take your complaint to an external organisation.

Dispute Resolution Procedures

We are here to help you.

- Any complaints can be made to our complaints officer. The dispute resolution process provides a link between the member and TCU to achieve joint resolution of a complaint in the most timely and effective manner possible.
- The acknowledgment of your formal complaint or dispute will normally be issued within one working day.
- Complaints will be dealt with according to established guidelines and will ensure fairness to all our customers.
- We will respond to you in writing within 21 business days with either the outcome of our Investigation or explaining more time is required. If more time is required we will respond to you in writing within 45 days from the initial complaint being received.
- Should TCU exceed 45 days we will keep you informed as to the reasons for the delay and provide you with our expected decision date.

Traditional Credit Union Limited is a member of the Financial Ombudsman Service. They will give independent and impartial consideration to your complaint at no cost and:

- You do not lose any legal rights
- You can withdraw from the process at any time, and
- You are able to pursue your complaint in a different manner if you do not accept their decision.

Contact details for Financial Ombudsman are

Phone: 1300 780 808
Fax: 03 9613 6399
Address: The Ombudsman
GPO Box 3
MELBOURNE VIC 3001
Email: privacy@fos.org.au
Website: www.fos.org.au

Our Branches

| | |
|---|----------------------------------|
| Angurugu | Minyerri |
| Phone: 89877076 Fax: 89877142 | Phone: 89759521 Fax: 89759520 |
| Galiwinku | Ngukurr |
| Phone: 89879200 Fax: 89879232 | Phone: 89754934 Fax: 89754934 |
| Gapuwiyak | Numbulwar |
| Phone: 89879173 Fax: 89879157 | Phone: 89754394 Fax: 89754394 |
| Gunbalanya | Ramingining |
| Phone: 89790101 Fax: 89790104 | Phone: 89797948 Fax: 89797944 |
| Manningrida | Wadeye |
| Phone: 89795888 Fax: 89795877 | Phone: 89782266 Fax: 89782255 |
| Milingimbi | Warruwi |
| Phone: 89879920 Fax: 89879930 | Phone: 89790174 Fax: 89790174 |
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