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Australian Financial Services Licence 244351

Guide for Making Osko Payments

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OSKO

We subscribe to Osko under the **BPAY** Scheme, allowing all our customers who satisfy the requirements set out in this Guide to make and receive Osko Payments in near real time.

You will be able to make an Osko Payment or Payment Request through *internet banking*.

Any notifications we need to give you about Osko Payments or Payment Requests will be via messages through our internet banking service.

We will tell you if, for any reason, we are no longer able to offer you Osko. If we are no longer able to offer you Osko, you will not be able to send or receive Osko Payments through us.

Where we are able to do so we will tell you:

- if there are any delays in processing Osko Payments;
- when your Osko Payment is likely to be completed;
- give you the opportunity to cancel an Osko Payment if it is delayed.

Osko payments

You can make Osko Payments from the following accounts:

Total Access, Redi-Access, Senior Saver, Online Saver, Achieve Saver, iSaver, Superfund Maximiser, and Budget Accounts.

Our FCCS Account & Access Facility Conditions of Use apply to any Osko Payment that you make.

Transaction limits may apply from time-to-time on the amount of Osko Payments that you can make. These transaction limits are set out under Transaction Limits in our *Fees and Charges, Transaction Limits Brochure* at <https://www.fccs.com.au/ratesfees-fees-and-charges.html>

PayID

You do not have to have a registered PayID in order to make an Osko Payment.

When you direct an Osko Payment or Payment Request to a PayID connected to a joint account, other account holders may be able to see the messages and notifications associated with the Payment or Payment Request. Similarly, depending on the settings you choose for your PayID, other account holders on your account may be able to see messages and notifications associated with Payments and Payment Requests addressed to your PayID. Note: *Customers holding an “all parties” to sign joint account will not be eligible for PayID*].

When initiating a Transaction, you might direct the Transaction to an incorrect account if you get a PayID wrong. To try to avoid this, we will ask you to verify that you have the

right PayID. We will do this by presenting you with the associated PayID Name as an additional confirmation of the intended recipient before you submit a Transaction.

Please refer to our Customer Terms for Creating and Using a PayID at <http://assets.fccs.com.au/files/PayIDCustomerTerms.pdf>

PAYMENT REGISTRATION

- Login to internet or mobile banking (IB link)
- Create a payID by selecting your mobile phone number or email and link to your account (business accounts can select their ABN number)
- FCCS will notify you to confirm your registration is complete

Payment Directions

You must give us the following information when you send us a Payment Direction:

- recipient's PayID
- recipient's name
- amount
- the account the payment is to come from

You should ensure that all information you provide in relation to an Osko Payment is correct as we will not be able to cancel an Osko Payment once it has been processed.

Mistaken payments

If you have made a mistaken payment, either as to the PayID or the amount, please notify us. We will follow the procedures for mistaken payments in the ePayments Section of our Account & Access Facility Conditions of Use.

Where we and the sending financial institution determine that an NPP Payment made to your Account is either a Mistaken Payment or a Misdirected Payment, we may, without your consent, and subject to complying with any other applicable Terms and Conditions, deduct from your Account, an amount up to the original amount of the Mistaken Payment or Misdirected Payment. We will notify you if this occurs.

Security

Learn More

<https://www.fccs.com.au/security.html>

Fees and charges

Please see our Fees and Charges, Transaction Limits Brochure for current fees and charges in relation to Osko Payments or visit our website at <https://www.fccs.com.au/ratesfees-fees-and-charges.html>

Complaints about payments

We have a dispute resolution system to deal with any complaints you may have in relation to your Osko payments. Our dispute resolution policy requires us to deal with any complaint efficiently, speedily and sympathetically. If you are not satisfied with the way in which we resolve your complaint, or if we do not respond speedily, you may refer the complaint to our external dispute resolution provider.

If you want to make a complaint, contact our staff at any branch and tell them that you want to make a complaint. Alternatively, lodge your complaint online at <https://www.fccs.com.au/contact-us.html>

Our staff have a duty to deal with your complaint under our dispute resolution policy. Our staff must also advise you about our complaint handling process and the timetable for handling your complaint. We also have an easy to read guide to our dispute resolution system available to you on request.

We will keep you informed of the progress of all disputes and investigations. However, we may not notify you or keep you informed of certain investigations and disputes where we reasonably determine that doing so will, or is likely to, compromise the integrity of the investigation or Osko more broadly.

Notifications

We will inform you via Internet banking, Mobile banking, sms or email depending on the payID provided when:

- we confirm and validate each Payment Direction or Payment Request you give us;
- a Transaction you have initiated:
 - is successfully completed; or
 - fails for any reason; and
- an Osko Payment has been deposited into your account.

You may also, at any time, access a record of all Transactions which you have been involved with via Internet and mobile banking - *transaction records will be made available to customers with 2 years history available.*