

PRODUCT GUIDE



Hunter United

ABN: 68087650182

AFSL No. 238316

Product Guide

Date: 26/11/07

This Product Guide is current from the above date and also includes our current interest rates and fees and charges brochures from time to time.

Your Credit Union Product Guide

Your Product Guide provides information about Hunter United Credit Union Savings Accounts to help you make an informed decision on whether to open an account with us.

Your Product Guide includes this brochure and our savings interest rate and fees and charges brochures.

Membercare Statement

Please read your Product Guide and its Terms and Conditions carefully. Always retain a copy of all Product Guide documents for future reference. We will also confirm the opening and closing of all products and services in writing

Product Summary

You can choose from a range of Hunter United savings accounts to suit your needs.

On-Call

XLR8

e-ZYNET DIRECT

Deeming (V.I.P)

Cash Management

All our accounts are daily interest and have no account keeping fees.

For minimum balance requirements, restrictions on withdrawals, minimum deposit conditions and fees and charges please refer to our Fees and Charges Brochure. For deposit rates please refer to our Deposit Interest Rate brochure. You will receive these brochures with your Product Guide.

Product Benefits

On-Call - Our On-Call deposit accounts provide easy access to your funds. Multiple accounts can be established to assist you with budgeting. You can access your On-Call accounts via our branch network, internet and phone banking, cheque, debit card, Bpay or Ezypay.*

XLR8 - With the high rate of interest paid monthly, your savings goals will be reached sooner. A great account to help you save for that new car, holiday, home deposit, christmas or anything else!

e-ZYNET DIRECT - Our e-ZYNET DIRECT Account pays a higher rate of interest than our On-Call accounts. This account is designed for members who wish to conduct their banking over the internet or telephone.

Deeming - Our Deeming Account pays a higher rate of interest than our On-Call accounts. This account is designed for members who qualify for government deeming account status. You can access your Deeming Account via our branch network, internet and phone banking, cheque, debit card, Bpay or Ezipay.*

Cash Management Account - Designed for individuals and businesses that require a high rate of return and "at call" access. You can access your Cash Management Account via our branch network, internet and phone banking, cheque, debit card, Bpay or Ezipay*.

* Separate Product Guides with terms and conditions are available for these access methods.

Things to Remember

- Keep transactions to a minimum to avoid transfer fees.
- You can transfer large balances into a term deposit to earn higher interest rates.
- Always keep sufficient funds in your account to avoid over drawing your account.
- Your maximum cash withdrawal is \$1000 (over the counter) or \$1000 (by card) per day. External transfers and transfers to other Hunter United membership accounts are limited to \$5000 per day per membership when using the internet or phone banking facilities (see our Ezipay Product Guide for further information). If you wish to increase or decrease your daily limit from \$5000 please contact your local branch.

Fees and Charges

We may charge you fees and charges and debit them to your account as set out in our Fees and Charges brochure available on request.

Tax Implications

We will ask for your tax file number when you open an account. You are not required to give your tax file number. However, under the law, if you choose not to provide your tax file number, we must deduct the withholding tax on any interest you earn on the account. The government sets the withholding tax rate and may vary it at any time. The deduction of withholding tax will form part of your normal income tax, just as when your employer deducts tax from your salary or wages. When you fill out your tax return, including your interest earned along with your regular income, you can claim the withholding tax paid on the interest as tax already paid together with the tax your employer deducts from your salary or wages.

If you give your tax file number, we will not deduct any withholding tax on any interest that you earn on your account. However, you will still be required to disclose any interest you earn on the account as income when you complete your tax return at the end of the financial year.

Terms and Conditions

We have terms and conditions governing your savings account, term deposits and loans. You should always read these terms and conditions before opening the account or taking the loan. The terms and conditions set out your rights and obligations. It is important that you understand these rights and obligations. We will give you terms and conditions when you open an account or take out a loan.

On Call Account Terms and Conditions

- You must complete an application form to establish an On-Call account.
- The interest rate is variable and calculated on the daily balance.
- Interest is paid twice yearly, May and November.

XLR8 Terms and Conditions

- You must complete an application form to establish an XLR8 Savings Account.
- Instructions for a recurring Direct Credit into the XLR8 Savings Account must accompany the application ie. at least one of the following; Ezy Debit Request, Payroll Deduction or Ezy-Pay.
 - Deposits may also be made directly to the XLR8 Savings Account via cash or cheque,
 - The interest rate is variable and calculated on the daily balance.
 - Interest is paid Monthly on the last working day of each month to the XLR8 Savings Account.
 - A minimum of \$50 must be deposited into the account and no withdrawals or transfers made during the month or interest is forfeited for that month.
 - Interest credited to the XLR8 Savings Account is not considered to be part of the minimum deposit requirement.
 - Maximum investment is \$50,000.
 - If a withdrawal or transfer is made after 8.00pm on the last day of the month then the forfeited interest will apply to the following month.

e-zynet Direct Terms and Conditions

- You must complete an application form to establish an e-zynet direct account.
- The interest rate is variable and calculated on the daily balance.
- Interest is paid Monthly.
- Withdrawals or payments cannot be made directly from your e-zynet direct account. You must transfer the funds into your Hunter United transaction account using the internet, touchscreen teller or phone banking facilities for eg this maybe your S01 account.
- Deposits to your e-zynet direct account can be made via cash, cheque, internal transfer or direct credit.
- Your e-zynet direct account cannot be used as a fall back facility for other accounts or payment facilities. For example it cannot be used as a fallback account for your cheque account should your cheque account have insufficient funds.
- Maximum investment is \$500,000.

Deeming Account Terms and Conditions

- You must complete an application form to establish a deeming account.
- You must provide proof of entitlement for a deeming account to be opened. Our friendly staff can advise you on this.
- Interest is calculated on the daily balance.
- Interest is paid monthly by deposit to your deeming account or by cheque to your home.
- The rate of interest paid on your deeming account is adjusted to the deemed interest rates set by the federal government.

Cash Management Account Terms and Conditions

- You must complete an application form to establish a Cash Management Account.
- Minimum opening balance is \$5000.
- Interest rate is variable and calculated on the daily balance.
- Interest rates are tiered with interest calculated on the whole balance using the applicable higher tiered rate.
- Interest is paid quarterly.

General Terms and Conditions

Interest Charging

We will calculate interest by multiplying the closing daily balance of your account by the interest rate, divided by 365.

Variation to Terms and Conditions

When in relation to a Hunter United product or service, it is intended that we are to introduce a fee or charge or vary the method by which interest is calculated or the frequency with which it is debited or credited, we will provide written notice of the change to each affected member, at least 30 days before it takes effect.

We will notify affected members of the introduction or variation of a Government charge payable directly or indirectly by its members either through an

advertisement in the national or local media, through a notice in a member newsletter or an account statement or by way of direct written notice unless the introduction is publicised by a Government, Government agency or representative body.

We will notify affected members of other variations to the Terms and Conditions (including any variation to Standard Fees and Charges or interest rates) of a product or service by advertisement in the national or local media; through a notice in a member newsletter or an account statement; or by way of direct written notice to affected members, no later than the day on which the variation takes effect. For joint accounts we will provide one copy of the notice addressed to the membership name and membership mailing address.

If a variation involves an interest rate, fee or charge, and the variation will result in a reduction in the obligations of the affected members (e.g. lowering of an interest rate or a reduction in fees or charges) then notice of the variation is not required to be given before the variation takes effect. However we will confirm that such a variation has occurred at the time we next correspond with the affected members.

Becoming a Member

We can only open accounts for people if they are members of the credit union. To become a member of the credit union, you should:

- apply for membership. You can apply for membership over the counter at a branch of the credit union; and;
- take up one \$2.00 share in the credit union. If you cease to be a member, the Credit Union will refund this to you.

Names

The law does not allow you to open an account using a false name. However, if you are commonly known by more than one name, you can open an account in anyone of those names, but you must give us all the other names that you use. The same rules apply to becoming a signatory to an existing account. If you change your name, for example upon marriage, you will need to give us a change of name statement. We will give you guidance on the procedure to change the name of your account.

Laws for proof of identity

Credit unions and all other financial institutions must apply procedures to prove your identity when you:

- open a new savings, investment or loan account; or
- become a signatory to an account.

On these occasions, your credit union will need to complete a full check of your identity. Our brochure “Government Regulations and Identification Requirements” sets out these procedures. Please ask for one.

Subsidiary Cards

If you have a debit card with us, you may ask us to issue an additional card to someone else. The additional card is usually called a subsidiary card.

Giving somebody a subsidiary card gives the person access to the money in your account. You will be liable for any money that the subsidiary cardholder withdraws from your account using the subsidiary card.

You may always cancel a subsidiary card by giving written notice to your credit union. However, you remain liable for any money the subsidiary cardholder withdraws using the subsidiary card even after you cancel the card. You must surrender the subsidiary card to your credit union before the cancellation is effective.

You should read the terms and conditions of your debit card. The terms and conditions will explain your rights and obligations in relation to any subsidiary card. It will explain the nature of your liability for any money that the subsidiary cardholder withdraws using the subsidiary card.

Financial Difficulty

You should always contact us promptly if you are ever in financial difficulty, especially if you are repaying a loan or have an overdraft account with the credit union. In certain circumstances, the law says that your credit union must take reasonable steps to assist you if you are finding it difficult to repay a loan.

For example, we may permit you to reduce your repayments and increase the term of your loan. Even if you are only experiencing temporary difficulties your

credit union may be able to reduce your payment or give you a payment free period until you get back on your feet.

Joint Accounts

A joint account is an account in the name of more than one person. If you open a joint account with another person, you will be jointly liable for any money that you or the other person owes on the account.

You will be asked how you wish to be able to withdraw funds from the account. For example, you may wish to limit withdrawing funds unless all signatories to the account sign a withdrawal slip. On the other hand, you may wish to be able to withdraw funds with only one signature. You will be required to give your credit union written instructions about how you wish to be able to withdraw funds from the joint account. You will be able to vary those instructions, but only if all signatories to the account agree. You should ask your credit union how to vary the instructions. All funds will be held in joint tenancy and if one of the parties should die, any balance in these accounts shall accrue in accordance with the law on survivorship for the time being in the State where the Credit Union is registered.

Overdrawn Accounts

You agree not to overdraw your account unless you have an overdraft. We may, at our discretion, honour a cheque, periodical payment, or direct debit. If your account becomes overdrawn for any reason, immediate repayment is required and we may charge you a fee and interest at our overdraft rate on the overdrawn amount as well as any reasonable legal fees we incur in obtaining the amount from you.

Account Combination Set Off

Hunter United may charge -

- (a) your shares in the Credit Union; and
- (b) the Credit Balance of any deposit account you have with the Credit Union; and
- (c) any dividend, interest, bonus or rebate payable to you; for any debt owed by you to the Credit Union.

Hunter United will inform you promptly after exercising its right to combine accounts held in the name (or names) of the member. In exercising its right to combine accounts, Hunter United will comply with any application requirements of the Code of Operation for Social Security Direct Credit Payments.

Credit Union Corporate Cheques

One of the ways you can withdraw funds from your account is by asking us to issue a corporate cheque. We will advise you if we charge a fee for issuing a corporate cheque.

If you lose a corporate cheque or somebody steals it, you can ask us to stop payment on the corporate cheque. You will need to provide evidence of the loss or theft of the cheque. You may also have to give us an indemnity, the indemnity protects the credit union if someone else claims that we wrongfully stopped the cheque. We will not stop payment on a corporate cheque if you use the cheques to buy goods or services and you are not happy with them. You must seek compensation or a refund directly from the provider of the goods or services. You should contact your Government Consumer Agency if you need help.

Regular Payments

A direct debit or periodic payment service may be established on your on call savings account. To do so you must complete an instruction form. We will determine the order in which payments are paid. To stop or alter a direct payment you must provide written instructions to us setting out full details of the direct debit or periodical payments at least three (3) business days before the next payment is made. You must also instruct any direct debit supplier to stop the direct debit without delay.

Frequency of Statements

Statements are issued every 4 months. Extra Credit and Maximiser overdraft facilities contain an On-Call account component and statements are issued monthly. On-Call accounts with a cheque facility attached are issued monthly where a written request is made by the member; or at any time upon request, however there

is a fee for issue of additional statement copies. One copy of the statement will be sent and addressed to the membership name and membership mailing address.

Account Closure

We may close any of your savings accounts even though the account may have a credit balance. We will give you reasonable notice before doing so and will repay any credit balance.

Your Privacy

Hunter United recognises the importance of your privacy, and is committed to protecting personal information about you that we hold. Our Privacy Policy describes how we manage your personal information and safeguard your privacy. Please refer to our Privacy Policy located on our website www.hunterunited.com.au or a copy may be obtained from any of our branches.

Apart from any duty of confidentiality under legislation, we have a general duty of confidentiality towards you except where:

- disclosure is required by law;
- there is a duty to the public to disclose;
- your credit union's interests require disclosure; or
- disclosure is made with your express or implied consent.

Subject to that, we may not disclose information about you to another person without your consent.

Disclosure to related entity

We may disclose information about you to a related entity where:

- the information is necessary to enable an assessment to be made of your total liabilities to us and to the related entity; and
- the related entity provides financial services which are related or ancillary to those we provide, unless you tell us not to do so.

Let us know if you do not wish to disclose information about you to a related entity providing related financial services.

Correction of member information

We will provide you, on request, with information about you which is readily accessible to us and which may lawfully be provided. The information we are required to provide is limited to its record or your address, occupation, marital status, age, sex, accounts with it and balances and statements relating to those accounts. This is called "Member Information".

We need not comply with your request unless you have identified, as clearly as possible, the Member Information requested.

We may charge you a fee for its reasonable costs of supplying Member Information to you.

You may request the correction of your Member Information. If we are satisfied that the relevant information is incorrect, we will make the requested correction.

We will deal with your request for access to Member Information, or request for its correction information, within a reasonable time.

Other duties

We will not collect information about you by unlawful means.

We will not collect, use or disseminate information about you:

- political, social or religious beliefs or affiliations
- race, ethnic origins or national origins; or
- sexual preferences or practices;

except to collect, use or disseminate this information in accordance with the Credit Union Code of Practice for a proper commercial purpose.

We will take reasonable steps to protect personal information we hold about you against loss and against access, use, modification or disclosure that is unauthorised. We will require all staff with access to your personal information to maintain confidentiality concerning that information.

We will comply with the requirements of any Credit Reporting Code of Conduct issued by the Privacy Commissioner under the Privacy Act (Cwth).

If you have a complaint

First, contact a member service officer on (02) 4941 3888. If you need further assistance you can use our internal dispute resolution service. If we cannot resolve your complaint you can refer the matter to our external dispute resolution scheme. Please refer to our Dispute Resolution Brochure for details.

How to contact us

Please contact us for more information on this product or give instructions in relation to any of your accounts by:

Mail: Hunter United Credit Union
PO Box 851
Newcastle NSW 2300

Phone: 02 49413888

Fax: 02 49562357

Website: www.hunterunited.com.au

Branches: Visit your local branch

Information on account opening, privacy, cheque facilities, interest rates and fees and charges is available on request.

Confirmation of Issue

Date: _____

Member Name: _____

Product: S

Relevant Product Guide issued

Hunter United Credit Union is the product issuer ,
acting as principal.



SAVINGS ACCOUNT APPLICATION FORM

Date: _____

Membership No: _____

Membership Account Name: _____

Address: _____

Postcode: _____

I/We wish to open the following accounts and confirm that I/we have received, read and understood the relevant Product Guide including the Interest Rate and Fees and Charges brochures.

On Call Savings: S

XLR8: S

Deeming (VIP): S

Cash Management: S

e-ZYNET DIRECT: S

Hunter United Credit Union Ltd is the product issuer and principal.

Signature 1: _____

Print Name: _____

Signature 2: _____

Print Name: _____

Signature 3: _____

Print Name: _____

OFFICE USE ONLY - Accounts established / Product Guide Issued / Signature(s) confirmed /
Interest Rate and Fees and Charges brochures issued

Signature of Staff Member: _____

Name of Staff Member: _____

Date: ____ / ____ / ____



Hunter United