

<X December 2022>

<First Name><Last Name>
<Address1>
<Town> <State> <postcode>

Dear <title> <Last Name>

Member Number: <ClientID>

RE: Important Notice about changes to SERVICE ONE Alliance Bank and NOVA Alliance Bank product terms and conditions.

By now you will be aware that there are some important changes underway for Members. SERVICE ONE Mutual Limited has acquired NOVA Mutual Limited's revenue rights under its Alliance Bank franchise agreement with Bendigo and Adelaide Bank Limited (Bendigo Bank), together with its assets and existing branch.

We will be ceasing our Alliance Bank franchise agreement with Bendigo Bank and have created a new subsidiary company that will enter into a new franchise agreement with Bendigo Bank under its Community Bank franchise model.

As part of these changes, there will also be changes to your current banking products to transition them to equivalent Bendigo Bank products. Enclosed with this letter, is an important notice about how we plan to give you further information about the transition changes that affect your banking products, including the new terms and conditions that will apply in relation to your banking products after the transition, and an immediate change to your current terms and conditions to facilitate this (where we are able to make the change without your agreement or consent). Please read it carefully.

We're here to help, here to answer your questions.

If you have questions about how this transition will impact you, you can:

- Visit our dedicated website page which has lots more information about this transition serviceone.com.au/goodtogreat
- Call us on 02 6215 7177
- Send us an email - support@serviceone.com.au
- Drop into your local branch or make a private, personalised appointment with one of our local, knowledgeable SERVICE ONE Alliance Bank team members.

SERVICE ONE Mutual Limited remains 100% locally-owned by Members

Under the new subsidiary that will operate the Bendigo Bank Community Bank franchise model, Members will have access to the vast product and service offerings provided by Australia's better big bank, Bendigo Bank and access to a national branch network.

SERVICE ONE Mutual Limited will continue to operate with our history, our hearts, and our profits remaining local in the communities of NSW's Monaro, Hunter Region, South Coast and the ACT. Our collective vision stands firm: To enhance our members lives through personalised service and social community investment.

We are making these changes because we believe they will deliver the very best banking experience possible as **TOGETHER WE GROW FROM GOOD TO GREAT.**

Yours sincerely



Matthew Smith
CEO
SERVICE ONE Mutual Limited

IMPORTANT NOTICE ABOUT CHANGES TO SERVICE ONE ALLIANCE BANK AND NOVA ALLIANCE BANK PRODUCT TERMS AND CONDITIONS

Before your SERVICE ONE Alliance Bank and NOVA Alliance Bank products transition to equivalent Bendigo Bank products, we will send you a letter providing you with details about which Bendigo Bank products they will transition to, when the transition will occur and your new account details. With that letter we will also give you one or more booklets that provide more information about the changes that affect you including changes to the terms and conditions that will apply after the transition date.

In some cases, with your letter and booklet(s) we will also give you a copy of the new terms and conditions that will apply to your product from your transition date. However, where we are legally permitted to do so, instead of giving you a copy of the new terms and conditions with the letter and booklet(s), we will instead publish them online on our website and tell you that we have done so and how you can access a copy. There may also be other communications we give you in this way.

Where your existing product terms and conditions allow us to make the changes we are making without your agreement the changes will automatically take effect at the notified time. In other cases we will need to obtain your agreement to the changes before they take effect and the letter and booklet(s) we send you will explain how you can indicate your agreement.

We recognise that some of our customers may prefer not to receive terms and conditions and other communications by having them published on our website and so we are providing all of our customers with the option of choosing to be sent full printed copies of the relevant terms and conditions documents and other communications we are required to give you in writing by post, rather than accessing copies online as set out above.

If you would like to receive full printed copies of terms and conditions documents and other communications we are required to give you in writing by post, rather than by us publishing them online and notifying you that they have been published and how you can access them, please notify us by contacting us at **02 6215 7177** or **support@serviceone.com.au**

If you do not contact us and tell us that you want to receive full copies of the terms and conditions documents and other communications we are required to give you in writing by post, we may give them to you by publishing them on our website and notifying you that we have done so and how you can access a copy (where we are legally permitted to do so).

To facilitate us giving you terms and conditions documents and other communications we are required to give you in writing by publishing them on our website, it is necessary for us to vary the current terms and conditions applicable to SERVICE ONE Alliance Bank and NOVA Alliance Bank loans and accounts by introducing a new clause. Effective 30 days after the date of the cover letter under which this notice is provided to you, where the terms and conditions applying to any of your SERVICE ONE Alliance Bank and NOVA Alliance Bank loans and accounts allow us to make this change without your agreement or consent, the terms and conditions are varied by inserting the following clause at the end of the existing terms and conditions:

SERVICE ONE Alliance Bank is a trade mark of Bendigo Bank.
SERVICE ONE® is a registered trade mark of SERVICE ONE Mutual Limited.



Making communications available to you by electronic means

We may use electronic means to give communications to you.

We may do so by:

- making the communication available to you by electronic means (including by publishing it on our website if the communication does not include your personal information); and
- telling you (including by electronic means such as by email or SMS) that the communication is available and explaining how you can access it.

However, we will not give you communications as set out above if:

- this agreement is a regulated credit contract and you have not consented to us giving you communications electronically; or
- you have notified us that you do not want to receive communications from us in this way.

In this clause:

- **'communications'** means Financial Services Guides, Statements of Advice, Product Disclosure Statements and other terms and conditions documents, notices of changes to terms and conditions (including changes to interest rates and fees and charges), account statements, and other communications or information we are required to give you in writing; and
- **'regulated credit contract'** means a contract under which credit is or may be provided being a provision of credit to which the National Credit Code in Schedule 1 to the National Consumer Credit Protection Act 2009 (Cth) applies.

To the extent that this clause is inconsistent with any other clause in your agreement with us, this clause prevails.

The above clause will not be inserted into or apply to terms and conditions applying to a SERVICE ONE Alliance Bank or NOVA Alliance Bank loan or account if the existing terms and conditions do not allow us to insert the clause without your agreement or consent. Where this is the case we will seek your agreement or consent to the change or not rely on the clause.

Bendigo and Adelaide Bank Limited ABN 11 068 049 178 AFSL / Australian Credit Licence 237879.