

27th March 2023

<First Name><Last Name>
<Mail Address1>
<Mail Address2>
<Mail Suburb>
<Post Code>

Dear <Title> <Last Name>

Member Number: <ClientID>

Important Information about changes to your SERVICE ONE Alliance Bank Products

This is an exciting time in SERVICE ONE Mutual Limited's 60-year history. Late last year we notified you of the upcoming change being made to better support your future banking needs.

SERVICE ONE Mutual Limited has established a subsidiary company, Service One Financial Service Pty Ltd, that has entered into and will operate the new franchise agreement with Bendigo and Adelaide Bank Limited (**Bendigo Bank**) as part of the Bendigo Community Bank network.

In mid-2023, our Alliance Bank agreement with Bendigo Bank will end and the new franchise agreement with Bendigo Bank under the Community Bank model will begin. As a result, we will be transitioning and rebranding from SERVICE ONE Alliance Bank to the Bendigo Community Bank model. This is great news for SERVICE ONE members as the familiar faces at your local branches will remain, yet you will be able to benefit from the extensive products, services, capability and access provided by Australia's better big bank. You'll also have a support team available online and over the phone 7 days a week, and access to a nationwide network of over 400 branches.

As part of the transition to Community Bank we will cease offering Alliance Bank products and services and your current SERVICE ONE Alliance Bank accounts will transition to Bendigo Bank equivalent products and services. We will write to you again in the future to advise you of the exact date of transition.

Details of the changes to your transitioning products and accounts

In preparation for the transition please see below a table which outlines your existing SERVICE ONE Alliance Bank products and the name of the equivalent Bendigo Bank products they will transition to.

The booklet enclosed with this letter includes important information about changes to the Terms and Conditions that will apply to your products and accounts from the transition date. In some instances a copy of your new Terms and Conditions will be enclosed with this letter. In other instances we will provide you with the new Terms and Conditions electronically by publishing them on our website and the enclosed booklet will advise how you can access them.

The enclosed booklet also includes important information regarding key changes to your products as part of the transition, including details about interest rates and fees that will apply, and changes to how you can access your accounts. Please take the time to read and understand this information, and do not hesitate to contact us if you have any questions.

In some circumstances we will require your agreement to transition your products and accounts to the identified equivalent Bendigo Bank product. The table below will indicate 'Yes' where your agreement is required.

Existing SERVICE ONE Alliance Bank Product Name	New Bendigo Bank Product Name	Is your agreement required? (Yes / No)
«AccountType_Description1»	«New_Bendigo_Bank_Product_Name1»	Yes / No
«AccountType_Description1»	«New_Bendigo_Bank_Product_Name1»	Yes / No

If your agreement is required

Where your agreement is required to transition a product, how you can indicate your agreement depends on the type of your product.

Deposit account (Implied Agreement)

If your agreement is required to transition a deposit account, you can indicate your agreement by making a deposit to or initiating a withdrawal (including by making a payment) from, your existing SERVICE ONE Alliance Bank account on or after [10th March 2023]. If you do, and you do not close your account before the transition date, we will take that as your agreement to transition your account on the transition date.

If you do not indicate your agreement by [10th May 2023], we will try to contact you to discuss your account and the options available to you. If we cannot contact you to agree what is to happen to your account, we will write to you again to advise what will happen to your account on the transition date.

Credit cards (Implied Agreement)

If your agreement is required to transition a credit card product, you can indicate your agreement by initiating a transaction using your credit card (including any purchase or cash advance transaction) on or after [10th March 2023]. If you do, and you do not close your account before the transition date, we will take that as your agreement to transition your credit card on the transition date.

If you do not indicate your agreement by [10th May 2023], we will try to contact you to discuss your account and the options available to you. If we cannot contact you to agree what is to happen to your account, we will write to you again to advise what will happen to your account on the transition date.

Other account types (Express Agreement)

(inc. home, personal, business and commercial loans, overdrafts and bank guarantee facilities)

For other account types, if the above table indicates that your agreement is required for your product to transition, we will send you a form to sign to confirm your agreement. If you have given us your email address, we may send you this form to sign electronically.

If you do not confirm your agreement by [10th May 2023], we will try to contact you to discuss your account and the options available to you. If we cannot contact you to agree what is to happen to your account, we will write to you again to advise what will happen to your account on the transition date.

What happens next?

It is important to us that you feel supported every step of the way, and that you are ready to start banking with your transitioned products and accounts when the time comes in mid-2023.

In the coming months you will receive additional communication from us in relation to your new Bendigo Bank BSB and Account Numbers, and further information regarding online and mobile banking, cards, and statements.

If you currently hold a SERVICE ONE Alliance Bank cheque book, or a Visa Debit or Credit Card, you will receive additional communication about your equivalent Bendigo Bank products, including access and activation instructions.

To assist you during transition, please retain a copy of all the information we have provided to you.

Here to help, here to answer your questions

Your local SERVICE ONE team will be here to help you throughout the transition.

We acknowledge that a lot of important information about your products and accounts has been provided in this letter, and we understand that you may have further 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 team

As you know SERVICE ONE Mutual Limited has always has a strong focus on community values, which are closely aligned to those of our members. The positive impact we have in the communities in which we live and work has always been a part of SERVICE ONE's DNA; this will not change as our Mutual will continue to operate.

We look forward to continuing to meet your banking needs through our subsidiary company when it commences operating as a Community Bank. When you bank through our Community Bank company you are investing in positive social outcomes for our communities, now and into the future.



Ivan Slavich
Chair – SERVICE ONE Mutual Limited



Matthew Smith
CEO – SERVICE ONE Mutual Limited

SERVICE ONE Mutual Limited is an agent of Bendigo and Adelaide Bank Limited ACN 068 049 178 AFSL / Australian Credit Licence 237879 (Bendigo Bank) in the distribution of SERVICE ONE Alliance Bank branded products and services. The information given to you in this letter in relation to your SERVICE ONE Alliance Bank branded products and services is given to you as agent for and on behalf of Bendigo Bank.