

12 May 2023

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

Dear <Title> <Last Name>

Your new Bendigo Bank Customer Number

During March 2023 we notified you of the upcoming transition of your SERVICE ONE Alliance Bank products and accounts (including any NOVA Alliance Bank products and accounts) to equivalent Bendigo Bank products and accounts.

This letter sets out important information about when your products will transition and your new equivalent Bendigo Bank products and account details.

Your Customer Number

Historically your SERVICE ONE Mutual Limited or NOVA Mutual Limited Member Number provided you with access to your SERVICE ONE Alliance Bank or NOVA Alliance Bank products and accounts. After the transition date you will access your products and accounts through Bendigo Bank including through one of our subsidiary's Community Bank branches at Belconnen, Batemans Bay, Cooma, Deakin, Newcastle, Tuggeranong and Tumut (our branches) using the Customer Number we have outlined above in this letter. Your Customer Number is unique to your Bendigo Bank products and accounts.

Your SERVICE ONE Mutual Limited Member Number will continue to be applicable to your SERVICE ONE Mutual Limited Member and Shareholder communications.

Your transition date

Your transition date is **17 June 2023**.

On this date your SERVICE ONE Alliance Bank and NOVA Alliance Bank products and accounts will transition to the relevant Bendigo Bank products and accounts. Access to your products and accounts will be temporarily impacted as we transition.

From **2.00pm (AEST) Friday 16 June 2023 to 4.00pm (AEST) Saturday 17 June 2023** access to your funds via card (including ATM, EFTPOS, Digital Wallet and online services), online banking, mobile app services and our branch network will be temporarily unavailable. We apologise for the inconvenience this may cause. Rest assured we will work with you in the lead up to transition to ensure you are prepared.

Following the temporary outage, the transition of your products and accounts to the relevant Bendigo Bank products and accounts will take effect. From this point in time you will cease to be able to access your products and accounts through the existing SERVICE ONE/NOVA Alliance Bank channels and for

all access you will need to use Bendigo Bank channels including through our Community Bank branch channels.

If you are unable to access your accounts after **4.00pm (AEST) 17 June 2023** please contact our dedicated Community Bank Customer Care team by:

- Telephone on 02 6215 7177; or
- Email at support@serviceone.com.au.

You can also call us on the above number if you are experiencing difficulty during the transition date.

Details of the changes to your Transitioned Products and Accounts

The information provided in and with this letter is in addition to the information we sent or gave to you in March 2023 about the changes that will apply to your account from the transition date.

Recent changes to terms and conditions documents

In some cases, the terms and conditions documents previously advised or provided to you have changed since our last communication.

We have published a notice on our dedicated website page serviceone.com.au/goodtogreat setting out details of changes that have been made to terms and conditions documents that apply to products you may hold. Printed copies of the notice are available in our branches on request.

What happens if your agreement was required and you did not indicate your agreement to us?

The changes to your products and accounts that we previously advised will take effect on the transition date where we indicated to you that we were able to make the changes without your agreement or if you have subsequently indicated your agreement to us as requested.

If we required your agreement for the changes to apply in relation to any of your products or accounts but you have not indicated your agreement to us, the previously advised changes will not apply on the transition date. Your products and accounts will still transition to Bendigo Bank, however the changes described in the enclosed '**Notice of changes to your products and terms and conditions if your agreement to the previously advised changes was required but you did not indicate your agreement to us**' will apply instead. Please note that a copy of this notice will only be included with this letter if it is relevant to you.

If you have not received our previous communications and the accompanying booklet, or you require clarification about the changes that apply to you, please do not hesitate to contact us.

Deposit and Cash Accounts

Please see below details of your existing SERVICE ONE/NOVA Alliance Bank BSB and Account Numbers, and your new equivalent Bendigo Bank BSB, Customer Number and Account Numbers. Your new Bendigo Bank BSB, Customer Number and Account Numbers **ARE APPLICABLE FROM THE TRANSITION DATE**.

Existing SERVICE ONE/NOVA Alliance Bank Account Details	New Bendigo Bank Account Details from Saturday 17 June 2023
<p>< Service One/Nova Product Name></p> <p>Member Number: < Service One/Nova member number></p> <p>Account Number: < Service One 10 digit account number></p> <p>BSB: 801 009</p>	<p><BB Product Name></p> <p>Customer Number: <BEN customer number></p> <p>Account Number: <account number></p> <p>BSB: 633 000</p>
<p>< Service One/Nova Product Name></p> <p>Member Number: <Service One/Nova member number></p> <p>Account Number: < Service One 10 digit account number></p> <p>BSB: 801 009</p>	<p><BB Product Name></p> <p>Customer Number: <BEN customer number></p> <p>Account Number: <account number></p> <p>BSB: 633 000</p>
<p>As detailed above the BSB for your Bendigo Bank accounts will be 633 000.</p> <p>Please use this BSB together with your Account Number (not Customer Number) to initiate and manage your payments after the transition date.</p> <p>Bank Guarantees Only</p> <p>For Bank Guarantees your Account Number will be your Customer Number and Ledger with the Bank.</p>	

Term Deposits

Term Deposit Account Numbers will be available after the transition date on Saturday 17 June 2023.

Information will be made available:

- Via Online Banking, which is referred to as Bendigo e-Banking; or
- On the Statement we send to you after the transition date; or
- By visiting us at one of our subsidiary's Community Bank branches; or
- By calling our team 02 6215 7177.

Loan Accounts, Overdrafts and Credit Cards

Please see below details of your existing SERVICE ONE/NOVA Alliance Bank BSB and Account Numbers and your new equivalent Bendigo Bank BSB, Customer Number and Account Numbers. Your existing SERVICE ONE/NOVA Alliance Bank interest rates and new Bendigo Bank interest rates* are also provided for your information. Your new Bendigo Bank BSB, Customer Number and Account Numbers are applicable from the transition date.

Existing SERVICE ONE/NOVA Account Details	New Bendigo Bank Account Details from Saturday 17 June 2023
<p>< Service One/Nova Loan Product Name> Member Number: <Service One customer number> Account Number: <account number> BSB: 801 009 Reference Rate: N/A Margin: N/A Actual Annual Percentage Rate*: <Insert 0.00%></p>	<p><BB Loan Product Name> Customer Number: <BEN customer number> Account Number: <account number> BSB: 633 000 Reference Rate: <BB Reference Rate Name> Margin: <insert +/- 0.00%> Actual Annual Percentage Rate*: <Insert 0.00%></p>
<p>< Service One/Nova Loan Product Name> Member Number: < Service One customer number> Account Number: <account number> BSB: 801 009 Reference Rate: N/A Margin: N/A Actual Annual Percentage Rate*: <Insert 0.00%></p>	<p><BB Loan Product Name> Customer Number: <BEN customer number> Account Number: <account number> BSB: 633 000 Reference Rate: <BB Reference Rate Name> Margin: <insert +/- 0.00%> Actual Annual Percentage Rate*: <Insert 0.00%></p>
<p>* The information above about current interest rates is correct as at 29 April 2023 and is subject to change. You will be notified of changes to these interest rates after the date of this letter in accordance with the terms and conditions that apply to your loan.</p> <p>Personal Overdrafts – if applicable For personal overdraft facilities, Reference Rate and Margin will not be applicable (“N/A”). The Annual Percentage Rate of interest that applies to your personal overdraft facility from the transition date is the Bendigo Bank Standard Overdraft Rate published in our Bendigo Bank Schedule of interest rates for Personal Accounts on the transition date. As at the date of this letter, this is the Actual Annual Percentage Rate stated above.</p> <p>Credit Cards – if applicable For credit card facilities, Reference Rate and Margin will not be applicable (“N/A”). As at the date of this letter, the Actual Annual Percentage Rates stated above will apply from the transition date.</p> <p>For credit facilities other than Credit Cards and Personal Overdrafts – if applicable If the New Bendigo Bank Account Details information above indicates that a Reference Rate and Margin is not applicable (“N/A”) for your loan as at 29 April 2023, the Annual Percentage Rate for your loan at that date is fixed at the stated Actual Annual Percentage Rate. We will advise you separately of the Reference Rate and Margin (if any) that applies to your loan after the end of your current fixed rate period before the end of the fixed rate period.</p>	

Accessing your Transitioned Products and Accounts

The way you access your products and accounts will automatically change following your transition on **Saturday 17 June 2023**.

In addition to the information sent or given to you on or after 27 March 2023, please see enclosed some key information regarding how and when you can access and use your Bendigo Bank products and accounts from your transition date.

This information includes:

- Your Transition Checklist; and

- Accessing Your Products and Accounts after Transition.

Please review these documents and if you have any questions or require further clarification, please do not hesitate to contact our team.

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 Community Bank branch and your transitioned products and accounts when the time comes in June 2023.

To assist you during transition, please retain a copy of all the information we have provided to you. If you require copies of any of the information previously provided, please contact our team.

Here to help, here to answer your questions

Your local team, as always, is 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 any questions prior to transition, you can:

- Visit our dedicated website page serviceone.com.au/goodtogreat
- Call us on 02 6215 7177
- Send us an email at support@serviceone.com.au
- Drop into your local branch or arrange a personalised appointment with one of our local, knowledgeable team members

Thank you for your continued support. We look forward to continuing to meet your banking needs through our subsidiary company as we transition to the Community Bank franchise model. When you bank with one of our Community Bank branches you are investing in your local community.

Yours sincerely



Ivan Slavich
Chair – SERVICE ONE Mutual Limited



Matthew Smith
CEO – SERVICE ONE Mutual Limited

SERVICE ONE Mutual Limited ACN 095 848 598 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 and NOVA Alliance Bank branded products and services. The information given in and with this letter is given on behalf of and as agent of Bendigo Bank.

Your transition checklist

See below a checklist of actions that can assist you during transition. Most importantly, please do not hesitate to contact us if you require any assistance.

Items	Actions required
Debit and Credit Cards	<p>Prior to your transition date we will issue to you your new Bendigo Bank cards.</p> <p>From your transition date:</p> <ul style="list-style-type: none"> • Begin using (after activating) your newly issued Bendigo Bank cards. • Cease using your SERVICE ONE/NOVA Alliance Bank cards.
Direct Debits and Direct Credits	<p>Prior to your transition date:</p> <ul style="list-style-type: none"> • Review your SERVICE ONE/NOVA Alliance Bank direct debits and direct credits. <p>On or as soon as possible after your transition date:</p> <ul style="list-style-type: none"> • Contact your relevant third-party direct debit and direct credit providers i.e., insurance, utilities, employers, superannuation. • Update your direct debit and direct credit arrangements by providing your new Bendigo Bank account details. <p>To assist with your transition, contact our team if you would like to receive a list of direct debits and direct credits that have been processed to your SERVICE ONE/NOVA Alliance Bank accounts for the past 13-months.</p> <p>After your transition date direct debits and direct credits that have not been updated will be redirected to your new Bendigo Bank account for 3-months.</p>
Recurring Debit and Credit Card Payments	<p>Prior to your transition date:</p> <ul style="list-style-type: none"> • Review your SERVICE ONE/NOVA Alliance Bank recurring Debit and Credit Card payments. <p>On or as soon as possible after your transition date:</p> <ul style="list-style-type: none"> • Contact your relevant third-party direct debit and direct credit providers i.e., insurance, utilities, employers, superannuation. • Update your direct debit and direct credit arrangements by providing your new Bendigo Bank Debit or Credit Mastercard® details. <p>To assist with your transition, contact our team if you would like to receive a list of recurring Debits and Credit Card payments that have been processed to your SERVICE ONE/NOVA Alliance Bank cards for the past 13-months.</p> <p>There is no redirection in place during the transition period for recurring Debit and Credit Card payments. Please contact your providers as soon as possible from the transition date to avoid service disruption from your merchants and suppliers.</p>

Automatic Payments / Sweeps	<p>Prior to your transition date:</p> <ul style="list-style-type: none"> • Review your SERVICE ONE/NOVA automatic payments / sweeps.
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	<p>On or as soon as possible after your transition date:</p> <ul style="list-style-type: none">• Set up automatic payments from your applicable Bendigo Bank accounts as required.• Automatic payments supported by Bendigo Bank include:<ul style="list-style-type: none">○ Periodical payments - Payments from your account to another account with us or with another financial institution or to a third party.○ Sweep facility - Payments from your nominated account with us to a Bendigo Bank Credit Card or another account with us.○ Direct Debits – See above. <p>You will need to visit your local Bendigo Bank branch (after transition) if you would like to discuss or arrange for this to occur.</p>
Cheques	<p>Prior to your transition date:</p> <ul style="list-style-type: none">• Review the SERVICE ONE/NOVA Alliance Bank cheques you have issued to ensure they have been presented.• Limit the number of SERVICE ONE/NOVA Alliance Bank cheques you issue as transition draws closer.• Contact our team for alternative ways to make payments if required. <p>From your transition date stop using your existing SERVICE ONE/NOVA cheque books.</p> <p>If we issue you with a replacement Bendigo Bank cheque book start using it from the transition date.</p> <p>For personal accounts, a replacement Bendigo Bank cheque book will only be issued to you if you contact us after transition and request one (where cheque books are available for your account type). Business customers will automatically be issued with Bendigo Bank cheque books to replace existing cheque books.</p> <p>Any SERVICE ONE/NOVA Alliance Bank cheques written by you before the transition date will be redirected to your new Bendigo Bank account for 3-months if presented after the transition date.</p> <p>Any SERVICE ONE/NOVA Alliance Bank cheques written after the transition date may be dishonoured (but you will remain liable for the cheque if we honour it).</p>
PayID	<p>From the transition date we will close your existing PayIDs that are linked to your SERVICE ONE/NOVA Alliance Bank accounts and you will be able to create new PayIDs in Bendigo e-Banking that will link to your new Bendigo Bank accounts.</p>

Accessing your Products and Accounts after transition

Further to the information sent to you on or after 27 March 2023, please see below some key information regarding how and when you can access and use your Bendigo Bank products and accounts from your transition date.

e-banking

If you currently have access to SERVICE ONE/NOVA Alliance Bank Online Banking you will be provided with a new Access ID and instructions on how you will receive your temporary password(s) to access Bendigo e-Banking via bendigobank.com.au and the Bendigo Bank app and Bendigo Phone Banking from your transition date.

Prior to your transition date we will provide this information to you in a separate letter.

Redi Cards, Visa Debit and Credit Cards

If you currently hold a SERVICE ONE/NOVA Alliance Bank Redicard, Visa Debit or Credit Card, you will receive a new replacement Bendigo Bank Debit or Credit Mastercard® via posted mail, with activation instructions included. This letter will be sent to you prior to your transition date. **CARDS CAN ONLY BE USED FROM YOUR TRANSITION DATE.**

Following your transition date, if you have recurring payments in place using your SERVICE ONE/NOVA Alliance Bank Visa card, you will need to contact the authorised merchant to provide them with your new Bendigo Bank card number.

In relation to Debit Cards, a separate Bendigo Bank Debit Card is required to operate each account. To assist in identifying which card belongs to which account, a new card can be issued, post migration, with a descriptor added if you wish. Please contact us to learn more. Alternatively, you will be able to match cards and accounts using Bendigo e-Banking.

For Credit Cards, you will see two balances on your Bendigo Bank Statement, being purchases and cash advances. The sum will equal the closing balance of your last SERVICE ONE/NOVA Alliance Bank Statement.

If you have a Home Loan with Bendigo Bank, your Low Rate Mastercard Annual Fee (if relevant) will be waived.

Other cards are available post transition including those with Reward Programs. Please contact one of our subsidiary's Community Bank branches after your transition date if you would like to learn more.

Direct Entry (Direct Debits from and Direct Credits to your account)

Where possible, we will arrange for direct debits and direct credits which have been setup for your existing SERVICE ONE/NOVA Alliance Bank account details to be redirected to your corresponding Bendigo Bank account details for 3-months after the transition date, and any payment authorised prior to the transition date will be redirected to your new Bendigo Bank account number during this period.

In some cases, the other party to the direct debit or direct credit arrangement may require your authorisation to update the direct debit or direct credit arrangement.

Examples of direct debits that may be setup to debit funds from your account include regular payments made to insurance companies, energy providers and subscriptions services.

Examples of direct credits that may be setup to credit funds into your account include your salary from your employer and other regular payments you receive such as Centrelink benefits.

On and after the transition date you should review all direct debits and direct credits setup with your SERVICE ONE/NOVA Alliance Bank account details to ensure they are updated to your new Bendigo Bank account details. We can assist you with this by providing a list of direct debits or credits for the last 13-months. Please contact our team if you require this listing. You may need to contact relevant third parties to update your account details with them.

From the transition date, your new **Bendigo Bank BSB and Account Number** needs to be used to establish any new direct debits or direct credits.

Your SERVICE ONE/NOVA Member Number should not be used to receive payments to your accounts. Your SERVICE ONE Member Number will remain as part of your membership of SERVICE ONE Mutual Limited, the mutual entity, and is only used for information related to SERVICE ONE Mutual Limited, such as for voting at the Annual General Meeting.

Debit and Credit Card Payments

If you have provided your Visa Debit or Credit card details to merchants so that they can charge them for expenses (for example, insurance expenses or gym membership) you will need to contact the merchants and provide them with your replacement Debit or Credit Mastercard® details, on or after the transition date, to ensure any charges can be processed.

In this case there will be no redirections in place, so any payments attempted to be charged to your Visa Debit or Credit card after the transition date may be declined or fail. We can assist by providing you a list of payments over the last 13-months. Please do not hesitate to contact us if you require this information.

From the transition date, you must use your replacement Debit or Credit Mastercard®, as your existing SERVICE ONE/NOVA Alliance Bank Visa Debit or Credit cards will no longer work.

Your replacement Debit or Credit Mastercard® details should be used to establish any regular card payments with merchants in the future.

Payment Splits

Currently SERVICE ONE/NOVA Alliance Bank offers payment splitting functionality where single payments received for one of your SERVICE ONE/NOVA Alliance Bank accounts can be split across multiple accounts instead of a single credit to a single account. This will no longer be available from the transition date and all payments received will be credited in full to the account that relates to the account number used.

In some cases, you may be able to replicate the payment splitting by setting up automatic transfers between your accounts in Bendigo e-Banking. Please contact us if you would like assistance to determine whether this could work for you or help in setting this up.

Cheque Books

You will no longer be able to use any SERVICE ONE/NOVA Alliance Bank cheques on or after the transition date. If you do, the cheques may be dishonoured (but you will remain liable for the cheque if we honour it). At your convenience, please return any unused cheque books to your local branch for secure destruction.

Any cheques that you have written before the transition date that have not been presented for payment by the transition date may be redirected to your new Bendigo Bank account details when presented for 3-months after the transition date.

For personal accounts, we will not issue you with a replacement cheque book unless you contact us and request a replacement cheque book. You can request a replacement book by calling us or visiting your local branch or a Bendigo Bank branch on or after the transition date.

If you are a business customer, we will automatically issue you with a replacement Bendigo Bank cheque book shortly before the transition date.

Interest Rates (including default)

All reference rates included in this letter, including default interest, are disclosed at www.bendigobank.com.au/disclosure-documents.

Notice of changes to your products and terms and conditions if your agreement to the previously advised changes was required but you did not indicate your agreement to us

This notice sets out what happens to any of your products and accounts on the transition date if your agreement was required in order for the previously advised changes to apply but you did not indicate your agreement to us.

The information in this notice does not apply if we previously indicated to you that we did not require your agreement for the previously advised changes to apply to you or if you indicated your agreement to us as previously requested.

Please contact us as soon as possible if you want to discuss your options.

Deposit Accounts, excluding term deposits (implied agreement)

If your agreement was required for the previously advised changes to apply in relation to your SERVICE ONE/NOVA Alliance Bank deposit account and you did not indicate your agreement by 10 May 2023, unless you close your account before the transition date, the following will apply in relation to your account from the transition date until we agree otherwise with you:

- Your deposit account will transition to Bendigo Bank (the new Bendigo Bank product name, BSB and account number for your account is set out in the letter sent to you with this notice) but the changes previously advised will not apply.
- Your existing payment methods issued in relation to your account (including any debit cards, cheque books, phone banking, internet banking or mobile app banking access) will be cancelled on the transition date and replacement Bendigo Bank access or payment methods may not be issued to you. You will not have Bendigo e-Banking access in relation to your account.
- To the extent we are able to change them without your agreement, the terms and conditions that apply to your deposit account are changed as follows:
 - The interest rate or rates that apply to your account will change to the applicable interest rate or rates for the type of Bendigo Bank deposit account your account is transitioning to (as confirmed in the letter sent to you with this notice) stated in:
 - For personal accounts, the Bendigo Bank Schedule of interest rates for Personal Accounts; or
 - For business accounts, the Bendigo Bank Schedule of Interest Rates for Business Accounts,
 published on the Bendigo Bank website on the transition date. If no interest rate is stated for your type of deposit account in those documents, no interest will be payable to you in relation to your account balance from the transition date;
 - If interest is payable, we will calculate interest daily by applying the daily percentage rate to the balance (or the relevant part of the balance) of your account at the end of each day. The daily percentage rate is the relevant interest rate divided by 365, or in a leap year, 366. Interest (if payable) will be credited once a month;

- Your account will be restricted such that you may not make a withdrawal or payment from your account or otherwise access your account except by making in-branch withdrawals in-person at a Bendigo Bank branch; and
- We will give you printed paper statements of account every 6 months for your account, even if you have previously requested to receive electronic statements of account.

Term deposits (implied agreement)

If your agreement was required for the previously advised changes to apply in relation to your SERVICE ONE/NOVA Alliance Bank term deposit and you did not indicate your agreement by 10 May 2023, the following will apply in relation to your term deposit from the transition date:

- Your term deposit will still transition to Bendigo Bank (the Bendigo Bank account number will be available after the transition date as set out in the letter sent to you with this notice).
- Your existing payment methods issued in relation to your account (including any phone banking, internet banking or mobile app banking access) will be cancelled on the transition date and replacement Bendigo Bank access or payment methods may not be issued to you. You will only be able to access your term deposit in-branch in any Bendigo Bank branch.
- The interest rate applicable to your term deposit for your current agreed investment term will not change. Interest will be calculated daily by applying the applicable daily percentage rate to the balance of your account at the end of each day. The daily percentage rate is the relevant interest rate divided by 365 or, in a leap year, 366. We will continue to credit interest to your account at the same frequency at which interest is currently being credited to your account.
- At the end of your current agreed investment term (your next review date), if we offer to or notify you that we will rollover or renew your term deposit investment for a further investment term and you do not withdraw the full balance of your account and close your term deposit:
 - the terms and conditions set out in the ***Bendigo Term Deposit Accounts and Facilities Terms & Conditions (29 March 2023)*** will apply to your term deposit from the date of the rollover or renewal; and
 - the fees and charges that will be payable in relation to your term deposit from the rollover or renewal are those set out in:
 - For personal customers, the ***Bendigo Bank Schedule of Fees, Charges and Transaction Account Rebates Terms & Conditions (1 March 2023)***; and
 - For business customers, the ***Bendigo Bank Business Fees and Charges (1 March 2023)*** booklet.

The Bendigo Term Deposit Accounts and Facilities Terms & Conditions (29 March 2023) and both of the fees and charges documents referred to above have been published on the Bendigo Bank website at www.bendigobank.com.au/disclosure-documents/ and copies are also available on request by contacting us.

If you do not agree to the abovementioned terms and conditions or fees and charges applying to your term deposit from your next renewal or rollover date you must withdraw the full balance of your account and close your term deposit before the end of any applicable grace period we provide at the end of your

current investment term. If you do not you will be taken to have agreed to the above terms and conditions and fees and charges applying as set out above.

Credit Cards (implied agreement)

If your agreement was required for the previously advised changes to apply in relation to your SERVICE ONE/NOVA Alliance Bank credit card product and you did not indicate your agreement by 10 May 2023 unless you close your account or we agree otherwise with you before the transition date, the following will apply in relation to your account from the transition date:

- Your credit card account will transition to Bendigo Bank (the new Bendigo Bank product name, BSB and account number for your account is set out in the letter sent to you with this notice) but the changes previously advised will not apply.
- If your credit card account has a nil or credit balance on the transition date, your credit limit will be cancelled (reduced to nil) and you will not be able to access any further credit.
- If your credit card account has a debit balance owing on the transition date, your credit limit will be reduced to the balance of your account and each time a payment is made to the account that has the effect of reducing the account balance you owe we will reduce the credit limit accordingly such that you may not access any further credit under the credit card facility. Once the account balance is reduced to nil or in credit, your credit card facility will be cancelled.
- Any interest-free period that applies to any transaction forming part of your account balance on the transition date will immediately end on the transition date.
- The Annual Percentage Rate of interest that applies to your account balance from the transition date will change to:
 - In relation to any purchases forming part of your account balance, 13.99% p.a. or such other interest rate as we notify you of in writing.
 - In relation to any cash advances forming part of your account balance, 13.99% p.a. or such other interest rate as we notify you of in writing.
- From your transition date interest will be calculated on each part of your account balance daily, by multiplying the relevant amount by the applicable daily percentage rate. The applicable daily percentage rate is the applicable Annual Percentage Rate divided by 365 (or 366 in a leap year). We will debit interest to your account once per month on the day we issue you a statement of account. We also debit accrued interest to your account on the day your account is closed.
- The following fees and charges will be payable by you from the transition date:
 - Annual and Monthly Fees:
 - If the letter sent to you with this notice says your credit card product name from the transition date will be Bendigo Bank Low Rate Credit Card, from the transition date you will be required to pay an annual fee of \$45 per year.

- The first annual fee will be charged on your first statement date after the transition date. We will continue to charge this fee at the same time every year thereafter.
- If the letter sent to you with this notice says your credit card product name from the transition date will be Bendigo Bank Business Credit Card, from the transition date you will no longer be required to pay an annual fee. You will instead be required to pay a Monthly Service Fee of \$4 per month from the transition date in lieu of the annual fee. The first Monthly Service Fee will be charged on the last day of your second statement period after the transition date. We will continue to charge this fee monthly on the last day of your statement period thereafter.
- Other ongoing and miscellaneous fees:

The following fees and charges will be payable by you depending on events and requests you make from the transition date:

- **Bank@Post deposit** - \$4.00
- **EFT Credit Transfer** - \$4.00
- **Periodical payment by cheque** - \$3.75
- **Periodical payment to other financial institution** - \$3.75
- **Direct Debit Dishonour Fee** - \$10.00 - payable when a direct debit from your account is dishonoured due to insufficient available funds.
- **Late Payment Fee** - \$15.00 – payable each time you fail to pay your Minimum Repayment as stated on a Statement of Account by its due date.
- Until your account balance has been fully repaid, from your transition date you must make minimum repayments every month (after we issue you with a statement of account) in the amount of:
 - If your closing balance shown on the statement of account is greater than \$10, the greater of:
 - 3% of the closing balance shown on the statement of account rounded up to the nearest dollar; or
 - \$10; or
 - If your closing balance shown on the statement of account is \$10 or less, the closing balance shown on the statement of account.
- We will issue you a printed statement of account every month in writing by post:
 - If the letter sent to you with this notice says your credit card product name from the transition date will be Bendigo Bank Low Rate Credit Card, on or about the monthly anniversary of your account being established; or
 - If the letter sent to you with this notice says your credit card product name from the transition date will be Bendigo Bank Business Credit Card, on the last day of the month.

- Your credit card will be cancelled and all other existing payment methods issued in relation to your account (including any phone banking, internet banking or mobile app banking access) will be cancelled on the transition date and no replacement Bendigo Bank credit card or other payment or access methods will be issued to you. You will not have Bendigo Bank e-Banking access in relation to your account.

If you want your credit card to be reinstated after the credit card has been cancelled and your credit limit has been reduced to nil, you will need to apply for a new credit card.

Home Loans, Home Equity Loans and Personal Loans

If your agreement was required to transition a SERVICE ONE/NOVA Alliance Bank credit facility which the letter sent to you with this notice indicates is going to transition to a Bendigo Bank Complete Home Loan, a Bendigo Bank Non-Individual Residential Investment Loan, a Bendigo Bank Unregulated Term Loan, a Bendigo Bank Home Equity Loan (Regulated), a Bendigo Bank Personal Loan (secured or unsecured), a Bendigo Bank Student Loan (secured or unsecured) or a Bendigo Bank Social Impact Loan, and you did not indicate your agreement by 10 May 2023, unless you repay the balance owing and close the account before the transition date, your credit facility will still transition to Bendigo Bank but the following changes will apply in relation to your facility from the transition date instead of the previously advised changes:

- **Annual percentage rate and Interest changes:**

From the transition date, interest charges will be calculated daily by multiplying the daily percentage rate by the daily balance of your loan account at the end of each day. The daily percentage rate for a day is the annual percentage rate for that day divided by 365 (or 366 in a leap year).

On the transition date, there will be no change to the rate of interest you are currently paying in relation to your loan as part of the transition of your loan.

However, if the letter sent to you with this notice indicates your credit facility is changing to Bendigo Bank Complete Home Loan, a Bendigo Bank Non-Individual Residential Investment Loan, a Bendigo Bank Unregulated Term Loan or a Bendigo Bank Home Equity Loan (Regulated), the way in which your annual percentage rate is determined will change and it is important that you understand how your annual percentage rate is determined to understand future changes to your Annual Percentage Rate:

- If the annual percentage rate for your loan is fixed when your loan transitions, it will not change until the end of the fixed rate period. After the end of the fixed rate period, the annual percentage rate of interest that applies to your loan will be the aggregate of the reference rate that is described for your account in the letter sent to you with this notice and the margin described for your account (if any) in the letter sent with this notice. Bendigo Bank will contact you before your fixed rate period ends to advise you of the variable rate that will apply at the end of your fixed rate period.
- If the annual percentage rate for your loan is not fixed when your loan transitions (i.e. it is a variable rate), from the transition date the annual percentage rate of interest that applies to your loan will be the aggregate of the reference rate that is described for

your account in the letter sent to you with this notice and the margin described for your account (if any) in the letter sent to you with this notice.

- Each of the reference rates are published in the Schedule of Interest Rates on the Bendigo Bank website and in any Bendigo Bank branch. Future changes to the reference rates will be notified to you which may include by publishing the reference rates in a newspaper.

From the transition date, interest will be debited to your loan account monthly on or about the same day of the month. This may be different to the date on which interest is currently being debited to your account.

- **Offset accounts from the transition date:**

From the transition date, any deposit accounts you have linked to your loan account immediately prior to the transition date will continue to be linked to your loan account as an offset account if your loan is transitioning to a Bendigo Bank Complete Home Loan or Bendigo Bank Unregulated Term Loan. If your loan account is transitioning to a Bendigo Bank Unregulated Term Loan and has a fixed annual percentage rate on the transition date, your offset account will only provide a partial offset benefit.

When an offset account is linked to your loan account, we will calculate interest charges on your loan account by applying the relevant Discounted Offset Rate divided by 365 (except in a leap year, when it is divided by 366) to the balance at the end of each day in each offset account linked to the loan account. If your offset account has a debit balance at the end of the day, your balance for that day for offset purposes will be deemed to be zero. If your offset account has a balance greater than the balance of your linked loan account at the end of the day, your balance for that day for offset purposes will be deemed to be equal to the balance of your linked loan account and we will calculate interest charges by applying the relevant Discounted Offset Rate divided by 365 (except in a leap year when it is divided by 366) to the daily balance.

The "Discounted Offset Rate" is the reference rate we determine from time to time. This may be a partial or full discounted offset rate depending on the type of loan account you hold. Details of the Discounted Offset Rates can be found in the Schedule of interest rates for Personal Accounts published on the Bendigo Bank website.

We may change the Discounted Offset Rate and the method of calculation of interest in relation to your Offset Facility. We will notify you in advance before the changes take effect.

- **Redraw from the transition date:**

From the transition date, your loan will continue to have a redraw facility if it has one immediately prior to the transition date. However, you will only be able to make a redraw request in-branch and you will not be able to make a redraw request online through Bendigo e-Banking.

- **Packages:**

From the transition date, any benefits you currently receive in connection with any banking plan or package (including Home Owner banking plans, a Student Banking plan or a Pioneer

banking package) will cease and you will no longer receive any benefits and features that the package currently provides.

- **Monthly and Annual Fees:**

From the transition date, your obligation to pay monthly or annual fees will change as follows:

- If the letter sent to you with this notice indicates your credit facility is changing to a Bendigo Bank Complete Home Loan, a Bendigo Bank Non-Individual Residential Investment Loan, a Bendigo Bank Unregulated Term Loan or a Bendigo Bank Home Equity Loan (Regulated):
 - If you are currently paying a Monthly Service Fee of \$8 or more per month in relation to your credit facility, the amount of your Monthly Service Fee will not change from the transition date.
 - If you are currently paying a Monthly Service Fee of less than \$8 per month in relation to your credit facility, you will no longer be required to pay a Monthly Service Fee from the transition date.
 - If you are currently paying an Annual Fee in relation to your credit facility (including an annual package fee), you will no longer be required to pay an Annual Fee and will instead be required to pay a Monthly Service Fee of \$15 per month from the transition date.
- If the letter sent to you with this notice indicates your credit facility is changing to a Bendigo Bank Personal Loan (secured or unsecured), you will be required to pay a Monthly Service Fee of \$5 per month from the transition date.
- If the letter sent to you with this notice indicates your credit facility is changing to a Bendigo Bank Student Loan (secured or unsecured) (inc. Bendigo Bank Social Impact Loan), you will not be required to pay a Monthly Service Fee from the transition date.

If you are currently paying an annual package fee for a banking plan or package (including Home Owner banking plans, a Student Banking plan or a Pioneer banking package) in relation to your home loan or personal loan, you will no longer be required to pay an annual fee and will instead be required to pay the Monthly Service Fee set out above for your loan type from the transition date.

- **Other fees and charges - Bendigo Bank Complete Home Loan, Bendigo Bank Non-Individual Residential Investment Loan and Bendigo Bank Unregulated Term Loan:**

From the transition date, if the letter sent to you with this notice indicates your credit facility is changing to a Bendigo Bank Complete Home Loan, a Bendigo Bank Non-Individual Residential Investment Loan or a Bendigo Bank Unregulated Term Loan the following fees and charges will be payable by you in relation to your credit facility replacing the current fees and charges that apply (except Monthly Service Fees which are payable as set out above).

Ongoing and Miscellaneous Fees – Below are the fees and charges that may be applicable to your loan depending on requests you make of the bank over the life of the loan.

Variation Fees	Simple Variation – A request for Consent or Loan Term Extension.	\$150
	Complex Variation – A request to substitute one security for another.	\$300
Repayment Recalculation Fee – Payable when the Bank agrees to your request to recalculate your loan repayments, in the event of a principal reduction, removal of all or part of your advance position which is available for redraw or change in repayment frequency. If your loan repayments are not sufficiently in advance of your scheduled repayments to cover this fee, then you will immediately need to make a sufficient payment to cover the fee, to your loan account.		\$50
Rate Variation Fee – Payable when you ask us to renegotiate a new interest rate		\$100
Interest Prepayment Fee – Applicable to Interest Only loans; the fee is payable when the Bank agrees to your request to calculate the amount of interest you will be charged over the upcoming financial year and then prepay that amount in one lump sum. This fee is debited from your loan account. If the loan repayments are not sufficiently in advance of your scheduled repayments to cover this fee, then you will need to make a sufficient payment to cover the fee, to your loan account.		\$85
Online Redraw Fee – Charged when completing a redraw.		Free
Manual Redraw Fee – Charged when you complete a redraw from your loan at a branch.		Free
Default Fee [#] – Debited to your account when you are in default. This fee is debited to your loan account every 30 days thereafter for so as you remain in default.		\$35
Discharge Administration Fee – Charged when you ask the bank to prepare your loan for discharge.		\$350
Duplicate Fee – Is payable for each copy of any document you request.		\$16.50
Bank Cheque Fee – Is payable for each Bank Cheque drawn.		\$10

[#]This fee will not be charged where the bank is notified that all borrowers to the loan are deceased.

External Costs - These are fees and costs that are charged by external parties that You may incur if we provide further lending on Your existing loan or change your loan in the future.

Progress Inspection Fee (inclusive of GST) – the amount we have to pay a valuer we appoint to provide us with a valuation for any mortgaged property is payable each time our Valuer inspects building works in order to recommend that we make a progress payment and is debited to the loan account at the time of the inspection.

Consent or Production Fees – Fees payable to another security provider for the consent and/or production of a security. Production fee of \$150 is payable per document we produce to any Land Titles Office. For example, a lender has the 1st mortgage, and you consent to obtaining a 2nd mortgage on your property.

Registration Fees and Stamp Duty – is payable to any government body for registration and/or stamp duty payable. This is debited to your loan account when we become aware that the registration fees and/or stamp duty must be paid and is payable after that as part of your loan account balance.

Solicitor Fees – Fees that may be charged by solicitors when acting on Bendigo Bank's behalf in preparing security documents and settling your loan.

Solicitor Disbursements – Fees for disbursements that may be payable to solicitors acting for us in preparing the security documents and settling your loan.

- **Other fees and charges - Bendigo Bank Home Equity Loan (Regulated):**

From the transition date, if the letter sent to you with this notice indicates your credit facility is changing to a Bendigo Bank Home Equity Loan (Regulated), the following fees and charges will be payable by you in relation to your credit facility and will replace the current fees and charges that apply (except Monthly Service Fees which are payable as set out above).

Retained Credit Fees and Charges

Bank Cheque Fee: We charge \$10.00 for each bank cheque we draw. When we draw a bank cheque the fee will be debited to your overdraft account when we issue the cheque and is payable after that as part of your overdraft account balance.

Discharge Administration Fee: \$350.00 is payable (a) in relation to each security that you request us to partially or fully release or discharge; and (b) where your overdraft facility is cancelled, and no security is released or discharged. The fee will either be (a) included in the amount you must pay us in order to repay your overdraft account balance in full following cancellation of your overdraft facility, or (b) debited to your overdraft account. If it is debited to your overdraft account, the fee will be payable as part of your overdraft account balance.

Duplicate Fee: \$16.50 inclusive of GST for each copy of any document you request (apart from copies of documents you are entitled to obtain under the National Credit Code) is debited to your overdraft account when you make the request. This fee is payable after that as part of your overdraft account balance.

Variation Fee - Simple: \$150.00 is payable and debited to your overdraft account in each of the following instances: · Consent - when (a) we consent to the creation of a subsequent security interest in favour of another person over any security property; (b) consent to enter into a Deed of Priority in relation to a security; or (c) consent to a lease, change or dealing affecting the security property (for example, we consent to a subdivision of the security property). The fee is payable as part of your overdraft account balance. A Production Fee may also apply if we need to produce a document to any Land Titles Office.

Variation Fee - Complex: \$300.00 is debited to your overdraft account in each of the following instances: · Property Substitution - when you ask us to substitute a new property for a security property. This fee is payable after that as part of your overdraft account balance.

Rate Variation Fee: \$100.00 is payable and debited to your overdraft account when you ask us to renegotiate a new interest rate. The fee is payable as part of your overdraft account balance.

Additional Document Preparation Fee: \$100.00 per document is debited to your overdraft account when we produce a Deed of Priority, Deed of Variation, Deed of Covenant or Deed of Ratification.

Non-Retained Credit Fees and Charges

Subsequent Valuation Fee: The amount we have to pay a valuer we appoint to provide us with a valuation for any mortgaged property, inclusive of GST, is payable prior to the ordering of the valuation. If no payment is received, the Valuation Fee will be deducted as part of your overdraft account balance.

Subsequent Registration Fee: The amount we have to pay to the relevant government body to register any additional document we become aware after the disclosure date that we want to register is debited to your overdraft account when we arrange for registration of the document. This fee is payable after that as part of your overdraft account balance.

Registration Fees and Stamp Duty: The amount that must be paid to any relevant government body for registration fees and/or stamp duty payable for or in connection with the contract and/or a security (that we become aware after the disclosure date must be paid) is debited to your overdraft account when we become aware that the registration fees and/or stamp duty must be paid. This fee is payable after that as part of your overdraft account balance.

Legal Fees: The amount of costs and disbursements, inclusive of the Goods and Services Tax, we have to pay to any solicitors acting for us in connection with the contract and/or a security (apart from enforcement expenses and Solicitors Fees and Solicitors Disbursements referred to above) is debited to your overdraft account when we incur these costs and disbursements. This fee is payable after that as part of your overdraft account balance.

Consent or Production Fees: Amounts we have to pay to a holder of a security interest to obtain their consent to registration of a security or production by them of a title at any Land Titles Registration Office to enable registration of a security.

- **Other fees and charges - Bendigo Bank Personal Loan and Bendigo Bank Student Loan (including Bendigo Bank Social Impact Loan):**

From the transition date, if the letter sent to you with this notice indicates your credit facility is changing to a Bendigo Bank Personal Loan, Bendigo Bank Student Loan or Bendigo Bank Social Impact Loan, the following fees and charges will be payable by you in relation to your credit facility and will replace the current fees and charges that apply (except Monthly Service Fees which are payable as set out above).

Ongoing and Miscellaneous Fees – Below are the fees and charges that may be applicable to your loan depending on requests you make of the bank over the life of the loan.

Online Redraw Fee – Charged when completing a redraw online.	Free
Manual Redraw Fee – Charged when you complete a redraw from your loan at a branch.	Free
Early Repayment Fee# – Charged if the loan is paid out before the original term.	\$20
Default Fee# – Debited to your loan account when you are in default of \$50 or more. This fee is debited to your loan account every 30 days thereafter for so long as you remain in default	\$35
Duplicate Fee# – Is payable for each copy of any document you request	\$16.50
Bank Cheque fee – Is payable for each Bank Cheque drawn.	\$10

#This fee will not be charged where the bank is notified that all borrowers to the loan are deceased. Fees will continue to be charged where a service is performed.

- **Additional changes for Home Equity loans:**

If the letter sent to you with this notice indicates that your credit facility is going to transition to a Bendigo Bank Home Equity Loan (Regulated):

- If your account with us has a nil or credit balance (i.e. you are not using your home equity loan or line of credit) on the transition date, your Credit Limit will be reduced to nil and your overdraft facility will be cancelled.
- If your account with us has a debit balance (i.e. you are using your home equity loan or line of credit) on the transition date, your credit limit will be reduced to the balance of your account and each time a payment or deposit is made to the account that has

the effect of reducing the amount you owe we will reduce the credit limit accordingly such that you may not access any further credit under the home equity loan or line of credit facility.

- From the transition date you will not be required to make any minimum monthly repayments but you must make such repayments as are necessary to ensure the debit balance of the account does not exceed your credit limit (as reduced as described above).

Personal Overdrafts

If your agreement was required to transition a SERVICE ONE/NOVA Alliance Bank personal overdraft facility and you did not indicate your agreement by 10 May 2023, unless you close the account your overdraft was linked to before the transition date, the following changes will apply in relation to your personal overdraft facility on the transition date instead of the previously advised changes:

- If the account your overdraft is associated with has a nil or credit balance (i.e., you are not using your overdraft facility), your credit limit will be reduced to nil and your overdraft facility will be cancelled.
- If the account your overdraft is associated with has a debit balance (i.e. you are using your overdraft facility), your credit limit will be reduced to the balance of your account and each time a payment or deposit is made to the account that has the effect of reducing the amount you owe we will reduce the credit limit accordingly such that you may not access any further credit under the overdraft facility. Once the account balance is reduced to nil or in credit, your overdraft facility will be cancelled.
- From the transition date you will not be required to make any minimum monthly repayments but you must make such repayments as are necessary to ensure the debit balance of the account your overdraft facility is associated with does not exceed your credit limit (as reduced as described above).
- The annual percentage rate that applies to your account balance from the transition date, which we use to calculate the amount of interest you must pay us on the debit balance of the account your overdraft facility is associated with, will be the Bendigo Bank Standard Overdraft Rate published in our Bendigo Bank Schedule of interest rates for Personal Accounts on our Bendigo Bank website.
- If your account becomes overdrawn (the account debit balance exceeds the credit limit, as reduced as described above), you must pay us interest on that overdrawn amount at the applicable annual percentage rate as stated above *and* the Bendigo Bank Account Overlimit Rate published in our Bendigo Bank Schedule of interest rates for Personal Accounts on our Bendigo Bank website.
- From your transition date interest will be calculated on your account balance daily, by multiplying the relevant amount by the applicable daily percentage rate. The applicable daily percentage rate is the applicable annual percentage rate (and the Account Overlimit Rate, where it applies) divided by 365 (or 366 in a leap year). We will debit interest to your account monthly on the last day of the month.

Business Loans and Overdrafts

If your agreement was required to transition a SERVICE ONE/NOVA Alliance Bank business loan or business overdraft facility and you did not indicate your agreement by 10 May 2023, unless you close the account before the transition date, the following changes will apply from the transition date instead of the previously advised changes, to the extent we are able to make these changes without your agreement:

- **Annual Percentage Rate and Interest changes:**

From the transition date, interest charges will be calculated daily by multiplying the daily percentage rate by the daily balance of your loan account at the end of each day. The daily percentage rate for a day is the annual percentage rate for that day divided by 365 (or 366 in a leap year).

On the transition date, there will be no change to the rate of interest you are currently paying in relation to your loan as part of the transition of your loan.

However, the way in which your annual percentage rate is determined will change and it is important that you understand how your annual percentage rate is determined to understand future changes to your annual percentage rate:

- If the annual percentage rate for your loan is fixed when your loan transitions, it will not change until the end of the fixed rate period. After the end of the fixed rate period, the annual percentage rate of interest that applies to your loan will be the aggregate of the reference rate that is described for your account in the letter sent to you with this notice and the margin described for your account (if any) in the letter sent with this notice. We will contact you before your fixed rate period ends to advise you of the variable rate that will apply at the end of your fixed rate period.
- If the annual percentage rate for your loan is not fixed when your loan transitions (i.e. it is a variable rate), from the transition date the annual percentage rate of interest that applies to your loan will be the aggregate of the reference rate that is described for your account in the letter sent to you with this notice and the margin described for your account (if any) in the letter sent to you with this notice.
- Each of the reference rates are published on the Bendigo Bank website and in any Bendigo Bank branch. Future changes to the reference rates will be notified to you which may include by publishing the reference rates in a newspaper.

From the transition date, interest will be debited to your loan account monthly on or about the same day of the month. This may be different to the date on which interest is currently being debited to your account.

- **No offset accounts from the transition date:**

From the transition date, you will not be able to link any offset accounts to your loan account and any existing offset accounts will cease to be offset accounts in relation to your loan account. If you would like or require an offset account, please contact us to discuss your options.

- **No redraw from the transition date:**

From the transition date, you will not be able to redraw any funds (including any additional repayments you have made) in relation to your loan account. If you require access to any funds currently available in any redraw facility provided in relation to your credit facility you will need to redraw those amounts *before* the transition date. If you would like or require a redraw facility, please contact us to discuss your options.

- **Packages:**

From the transition date, any benefits you currently receive in connection with any banking plan or package (including a Small Business Plan) will cease and you will no longer receive any benefits and features that the package currently provides.

- **Fees and Charges:**

From the transition date, your obligation to pay monthly or annual fees will change as follows:

- If the letter sent to you with this notice indicates your credit facility is changing to a Bendigo Bank Business Term Loan, from the transition date you will be required to pay a Service Fee of \$15. This will be debited to your loan account on a monthly basis on each payment due date in arrears. The Service Fee will replace any other monthly or annual service/package fee you were previously required to pay. If your loan ends on a day that is not a payment due date, a pro rata amount of the Monthly Service Fee will be payable and debited to your loan account on the day your loan ends, in respect of the part period up to that day.
- If the letter sent to you with this notice indicates your credit facility is changing to a Bendigo Bank Business Support Loan, no Monthly Service Fee or Annual Package fee is payable.

From the transition date the fees and charges in the ***Bendigo Bank Business Fees and Charges (1 March 2023)*** booklet will apply to your loan and will replace the current fees and charges that apply. The Bendigo Bank Business Fees and Charges (1 March 2023) booklet has been published on our website at serviceone.com.au/goodtogreat and copies are also available on request by contacting us.

- **Repayments:**

From the transition date, your repayment obligations will change as follows:

- If you are required to make interest-only repayments immediately prior to the transition date your repayment amount may increase slightly as, from the transition date, the amount of each repayment you are required to pay is calculated as the total of the interest and credit fees and charges debited to your loan account in the previous month (currently, the amount you are required to pay may only include the interest debited and may not include the amount of any credit fees and charges debited).

- If you are required to make principal and interest repayments immediately prior to the transition date, there will be no change to your repayment amount, frequency, or due date on the transition date. However, Bendigo Bank may review your repayment amount and revise the repayment amount after the transition date (for example, if it considers it necessary to do so to ensure you repay your loan over the remaining agreed loan term taking into account your current loan balance and annual percentage rate). You will receive further notice of any change to your repayments if this occurs.
- The payment due dates on which you are required to pay your applicable recurring monthly and, if applicable, quarterly principal and/or interest payments in respect of your loan in any month is the same day of the month as the initial draw down date for your SERVICE ONE/NOVA Alliance Bank business loan. However, if your SERVICE ONE/NOVA Alliance Bank business loan was drawn down on the 29th, 30th or 31st of a month, your Payment Due Date in any month not having a 29th, 30th or 31st (as the case may be) is the last day of that month. Your accrued interest is due and will be debited to your loan on each payment due date in arrears.
- You must pay each amount due on a date before 4pm (AEST/AEDT) on that date. Any amount received by us on a non-business day or after the time stated above on a business day may be treated by us as if it were received on the next business day.

- **Changes to how you can access your account:**

From the transition date you will no longer be able to make direct debit payments from your loan account.

- **Additional changes for business overdrafts:**

If the letter sent to you with this notice indicates that your credit facility is going to transition to a Bendigo Bank Business Overdraft:

- If the account your overdraft is associated with has a nil or credit balance (i.e., you are not using your overdraft facility), your Credit Limit will be reduced to nil and your overdraft facility will be cancelled.
- If the account your overdraft is associated with has a debit balance (i.e. you are using your overdraft facility), your Credit Limit will be reduced to the balance of your account and each time a payment or deposit is made to the account that has the effect of reducing the amount you owe we will reduce the Credit Limit accordingly such that you may not access any further credit under the overdraft facility. Once the account balance is reduced to nil or in credit, your overdraft facility will be cancelled.

From the transition date you will not be required to make any minimum monthly repayments but you must make such repayments as are necessary to ensure the debit balance of the account your overdraft facility is associated with does not exceed your Credit Limit (as reduced as described above).

*SERVICE ONE Mutual Limited ACN 095 848 598 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 and NOVA Alliance Bank branded products and services. The information given in and with this letter is given on behalf of and as agent of Bendigo Bank.*