

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

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
< 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%>	<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%>
< 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%>	<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>* 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.

	<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.

*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.*