



Customer information pack. Customer to keep.

This is for you.

Welcome to your home loan information pack – it's jam packed with important facts about our competitive, low-cost home loans.

Check out the loan and make sure it's the right one for you. We want you to be comfortable that the loan options you're choosing work for you.

If there's anything you're unsure about, no matter how small, get in touch with your broker and they'll be able to take you through any aspect of the loan that you'd like to know more about.

Important information – all products.

Defined terms.

In the application form and this document:

ME means ME Bank – a division of Bank of Queensland Limited ABN 32 009 656 740 AFSL and Australian Credit Licence Number 244616 or any successor or assignee.

Mortgage Insurer means the insurer that provides the lender's mortgage insurance (LMI) specified in your letter of offer (if you are required to have LMI). Insurer is Helia Insurance Pty Limited ABN 60 106 974 305 (Helia).

Are we doing all we can for you?

Providing outstanding customer service is our thing at ME, and this means we deliver on our promises. But if for some reason our service does not meet your expectations, please get in touch with us to find out about our dispute resolution procedures. ME is a member of the Australian Financial Complaints Authority (AFCA).

You're covered.

For peace of mind, it's good to know that the Financial Claims Scheme (Scheme) covers your Everyday Transaction Account. And it might entitle you to payments under the Scheme, which are subject to a limit for each depositor.

Product terms and conditions

You'll love reading the Terms and Conditions we're going to send you... or not; but its stuff we have to pass on.

If your loan is approved, you'll receive Terms and Conditions about the product before you start using your account.

If you've requested to open a ME Everyday Transaction Account, you'll receive the T&Cs on the account after it's opened.

Electronic Access Terms and Conditions will also be coming your way...exciting!

Customer privacy notice.

Stick with us here, we're about to get onto all the secret stuff and it's a bit wordy. So here goes.

By completing an application, you are providing your personal information to ME Bank - a division of Bank of Queensland Limited and its subsidiaries and associated companies (collectively ME, we, us, our) and (if you are required to have LMI) the Mortgage Insurer for the primary purpose of assessing your application (for example, we may use personal information to decide whether or not to provide you with credit or accept you as a guarantor), verifying your identity, (if relevant) assessing you for insurance and then establishing and administering your account. Your personal information may also be used and disclosed to third party service providers for these purposes, as well as where we or our related companies need to comply with certain laws and regulations. Without this information we may not be able to consider or approve your application or provide our services.

Personal information that we collect includes credit information. Credit information includes information about your past experiences with us or other lenders, the kinds of credit products you have or have applied for, how you have managed your obligations, including your payment obligations, information contained in a credit report about you, and information about your credit worthiness that has been derived from a report about you. You must only give us information about any other person with their permission, and if you have told them about this privacy statement.

Collection of information.

Some laws require or authorise our collection and disclosure of your personal information, including:

- the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (Cth);
- the National Consumer Credit Protection Act 2009 (Cth);
- the Income Tax Assessment Act 1936 (Cth) and the Taxation Administration Act 1953 (Cth); and
- real property dealing regulations and laws in each state if you give us a mortgage.

We also collect your personal information (including, as permitted by law, information derived from a credit report) for the purposes of:

- considering any other application made by you for products or services or your suitability if you have offered to be a guarantor or security provider;
- customer relations including management of our relationship with you and market or customer satisfaction research and product development;
- our internal operations including record keeping, risk management, auditing purposes, training, securitisation, credit scoring, file reviews, actuarial processes and portfolio analysis;
- information technology systems development and testing;
- arrangements with other organisations to provide services in relation to our products and services (for example, we may arrange for mailing houses to distribute loan statements to customers);
- investigating, resolving and preventing complaints (including a third party we have arrangements with);
- conducting fraud assessments; and
- reporting and data analytics, including for regulatory, management, statistical or research purposes.

In addition, (unless you tell us not to) we may use your personal information (other than information derived from a credit report) to inform you about any of our products, or those of our related companies and alliance partners, that may be of interest to you and if you are a member or a customer of one of our related companies or alliance partners (including a third party that we have arrangements with), we may also use your information for the purpose of providing benefits to you or to obtain aggregate information for statistical or research purposes.

Use and disclosure of information – general.

We may disclose your personal information (including, as permitted by law or industry requirements, information derived from a credit report) for the purposes above to:

- our related bodies corporate, the Mortgage Insurer, other insurers, service providers, agents (including debt collection agencies), contractors or external advisers to help us provide banking and related services to you (including lawyers and auditors);
- any person or body in connection with new or proposed mortgage loan securitisation arrangements;
- if you are a borrower, any person who has, or is considering, guaranteeing or providing property as security for the repayment of credit provided to you;
- any person acting on your behalf, including your legal and financial advisers;
- your broker (if applicable);
- government and other regulatory bodies, law enforcement bodies and courts as required by law or in accordance with prudent banking practice;
- third parties providing fraud detection services;
- external complaint resolution bodies (for example, AFCA);
- any person or entity to whom we are considering selling part of our banking business;
- rating agencies and
- other financial institutions and credit providers.

We may also disclose your personal information (other than information derived from a credit report) to our alliance partners, your referees, including your employer (to confirm details about you) and payments system operators.

Our third party service providers may store or access your personal information overseas, including in Canada, USA, New Zealand, Philippines, Singapore, China, Japan, Hong Kong, India, Malaysia, Papua New Guinea, South Africa, United Kingdom, France, Belgium and Germany, as well as the countries listed in our Privacy and Credit Reporting Policy, which may change from time to time. Personal information we are required to disclose to the Australian Taxation Office may be exchanged with tax authorities in other countries pursuant to intergovernmental agreements to exchange financial account information.

Credit reporting bodies.

Where you are a borrower, guarantor or security provider or where you have applied or offered to be one, we may collect personal information about you from, and/or disclose it to, credit reporting bodies (CRBs), including by:

- disclosing any credit information we hold about you which may include your identification information. The CRB may include this information in credit reports provided to other credit providers to assist them in assessing your credit worthiness;
- disclosing any instances where you have agreed a financial hardship arrangement with us;
- disclosing any failures to meet your payment obligations, or any fraud or other serious credit infringement you have committed; and
- obtaining a credit report about you for the purpose of assessing your application, your suitability as a guarantor or security provider, managing credit provided to you or for collecting overdue payments.

The CRBs we use and where you can find their privacy policies are:

- Equifax - www.equifax.com.au/privacy or phone 138 332;
- illion - www.checkyourcredit.com.au or phone 1300 734 806;
- Experian - www.experian.com.au or phone 1300 783 684.

You can ask a CRB not to use or disclose credit information it holds about you for a period of 21 days (called a “ban period”) without your consent if you believe on reasonable grounds that you have been or are likely to be a victim of fraud, including identity fraud.

CRBs, at our request or the request of another credit provider, may use credit information they hold to “pre-screen” you for direct marketing. You can ask a CRB not to do this.

Marketing.

ME may use your personal information to get in touch with you about ME products and services, or those of our related companies and alliance partners, that may be of interest. If you do not want us to do this, please call us on **13 15 63** or log in to internet banking to send us a secure email.

How the mortgage insurer handles your personal information.

If we decide to obtain LMI on your loan from the Mortgage Insurer, we will give information about you to the Mortgage Insurer and the Mortgage Insurer might also share some of your personal information with us and CRBs and others. If this information is not given to the Mortgage Insurer it will not be possible for the Mortgage Insurer to process our request for LMI.

The Mortgage Insurer handles information about you in accordance with its privacy and credit reporting policy. In the case of Helia, this is set out at <https://helia.com.au/privacy-policy>

Collection of Information

The Mortgage Insurer may use your personal information:

- to decide whether to insure ME under an LMI policy;
- to assess the risk of you defaulting on your obligations to ME;
- to assess the risk of a guarantor being unable to meet a liability arising under a guarantee;
- to administer and vary the insurance cover including for securitisation and hardship applications;
- to verify information that ME collects about you;
- to deal with claims and recovery of proceeds including, among other things, to enforce a loan in place of a lender if the LMI insurer pays out an insurance claim on your loan;
- for a mortgage insurance purpose relating to you; and
- for any other purpose under the LMI policy the Mortgage Insurer issues to ME relating to your loan.

Use and Disclosure of Information

The Mortgage Insurer may disclose information about you to third parties, in relation to any LMI policy relating to your loan. Those third parties may include:

- valuers and other insurers, re-insurers, claim assessors and investigators;
- brokers or referrers;
- other financial institutions;
- organisations that are involved in debt collecting or in purchasing debts;
- organisations that are involved in fraud prevention;
- Government or regulatory bodies (including ASIC and the Australian Tax Office) as required or authorised by law;
- rating agencies and organisations involved in securitising your loan, including underwriters, loan servicers, trust managers, trustees and security trustees;
- guarantors and prospective guarantors of your loan;
- payment system operators and other service providers, agents, contractors and advisers the Mortgage Insurer may use to conduct its business.

Further information about privacy.

For details about how we handle your personal information, or how you can access or correct this information or raise any concerns, refer to ME's Privacy and Credit Reporting Policy at mebank.com.au/privacy

Privacy – ME

You can contact our Privacy Officer on **13 15 63** or by writing to the Privacy Officer at ME, GPO Box 1345, Melbourne VIC 3001 or by completing the online form at mebank.com.au/home/contact-us/general-enquiries. ME's Privacy and Credit Reporting Policy is available at mebank.com.au/privacy

Privacy – Mortgage Insurer

If you are required to have LMI and you have a privacy related question, you can contact the Mortgage Insurer with privacy using the following contact details:

Helia

Address: Privacy Officer
GPO Box 3952, Sydney NSW 2001
Phone: 02 8248 2597
Email: privacyofficer@helia.com.au

Electronic Identity Verification Disclosure

Why we need to identify your identity.

Under the Anti-Money Laundering and Counter-Terrorism Financing Act 2006, we are required to collect information about you and verify your identity before we may open an account for you.

We can verify your identity electronically using information you provide to us, including name, address, date of birth as well as a relevant government identifiers. We will pass this information to external organisations which will coordinate the electronic identification by exchanging your personal information with public or proprietary databases of organisations including:

- Credit reporting agencies
- Commonwealth and State government departments
- Independent, private sector organisations

Alternate means of identification.

If you do not wish to have your identity verified electronically, you can call us on **13 15 63** to discuss alternate options for identification. This may include situations where you do not wish that we use your credit information file for the purpose of verifying your identity.

Checking your details with a credit reporting agency.

We may disclose your name, residential address and date of birth to a credit reporting agency and ask the credit reporting agency to provide an assessment of whether the personal information so provided matches (in whole or in part) personal information contained in a credit information file in the possession or control of the credit reporting agency to assist in verifying your identity for the purposes of the Anti-Money Laundering and Counter-Terrorism Act 2006.

The credit reporting agency may prepare and provide us with such an assessment and may use your personal information including the names, residential addresses and dates of birth contained in credit information files of you and other individuals for the purposes of preparing such an assessment.

We do this only to verify your identity under the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 and not for any other purpose. If you apply for any credit with us, we will advise you separately if we check your creditworthiness against information held by any credit reporting agency.

If we are unable to verify your identity electronically.

We may not always be able to verify your identity electronically. If we cannot verify your identity electronically, we will advise you how you can complete the identification process through an alternate option.

Further information on how we deal with your personal information.

You can read our Privacy Policy at mebank.com.au/home/privacy to find out more information how we deal with your personal information.

For further privacy related questions, send us an email at privacy@mebank.com.au.

Fixed rate important information.

If you want to fix your home loan there are some things you need to know. Firstly, you need to feel confident that fixing the interest rate on your loan is the right move for your financial situation. If you're not sure, it's a good idea to get independent financial advice.

If you want to go with a fixed rate and term, remember it's possible that interest rates could fall below the rate you've fixed your loan at. And you'll be locked in for the fixed period.

If for any reason your loan is discharged or terminated before the end of the fixed interest rate period, you might need to pay a prepayment fee for breaking your fixed rate contract. Also keep in mind that making certain changes to your fixed loan will cause you to break your fixed rate contract. Your loan will change to the variable interest rate applicable at the time and you may need to pay a prepayment fee. Some examples of these changes are:

- Extending your loan term
- Changing your home loan product type
- Redrawing funds
- Requesting a change to a variable interest rate
- Paying out your loan

But, if you find yourself with extra cash, you've got the option of making additional payments up to \$30,000 per fixed rate term without any prepayment fees applying. If you want to pay more than this amount, you might be hit with a prepayment fee.

For more information about how prepayment fees are calculated, have a look at Annexure A of Part B of your loan contract. If you decide to make a change to your fixed loan, the prepayment fee will be calculated at the time your request is received.

Rate lock agreement important information.

If you have applied for Rate Lock the following terms and conditions apply to our agreement with you. In addition, the Direct Debit Request Service Agreement applies to your Rate Lock Fee payment.

1. How rate lock works.

If you elect to lock our current fixed interest rate for your chosen fixed interest rate period, for as long as the Rate Lock continues to be effective:

- if our prevailing fixed interest rate increases before the settlement date your fixed interest rate will not change and will remain at the locked rate; and
- if our prevailing fixed interest rate decreases before the settlement date, your fixed interest rate will also decrease.

2. Rate lock fee.

A Rate Lock Fee of \$500 is payable by direct debit if you send us your Rate Lock Request and we accept this.

You must provide your direct debit account details with the Rate Lock Request. If the direct debit account details are not provided in the Direct Debit Request attached or the direct debit payment is dishonoured, the Rate Lock will not be effective, unless, at our discretion, we choose to honour the Rate Lock Request.

If we choose to honour the Rate Lock Request we may reattempt to debit the Rate Lock Fee from your nominated account or contact you regarding payment of the Rate Lock Fee. This may occur before or after loan settlement. If your nominated account is a ME account and the direct debit payment is dishonoured, we will reattempt to debit the Rate Lock Fee 14 days after your Rate Lock Request was processed.

3. Rate lock duration.

Your Rate Lock commences on the day we process your Rate Lock Request. Your Rate Lock Request will be processed by us:

- on the business day we receive it provided it is received before 4pm (AEST) on that day; or
- on the next business day if we receive it after 4pm (AEST) or on a day that is not a business day.

In this clause 3, "business day" means a weekday except a national public holiday or a public holiday in Victoria.

The locked rate you receive will be our prevailing fixed interest rate applicable to your chosen fixed interest rate period on the day your Rate Lock Request is processed by us. Your Rate Lock expires 90 days after the commencement of the Rate Lock or earlier if you make changes to your loan and clauses 5-6 below applies. The Rate Lock cannot be extended under any circumstances.

4. Rate lock not effective after expiry.

If the settlement date occurs after the expiry of the Rate Lock, and our prevailing fixed interest rate changes before the settlement date your fixed interest rate will also change because the Rate Lock will no longer be effective.

5. Rate lock revised if you make certain changes to your loan.

Your current rate lock is based on your current loan details. If you make any of the following changes to your loan:

- you change your loan purpose from owner occupied to investment, or vice versa;
- you change your repayments from interest only to principal and interest, or vice versa;
- you lock in a rate that is offered with the Member Package, but choose to cancel the Member Package;
- you lock in a rate that is offered without a Member Package, but choose to purchase a Member Package; or
- your loan-to-value ratio changes in such a way that a different fixed rate pricing tier applies,

we will revise your Rate Lock based on the changed loan details. The fixed interest rates available for your selected fixed interest rate period at the time your Rate Lock was originally processed will apply to the revised Rate Lock, and the revised Rate Lock will still expire 90 days from the time your Rate Lock was originally processed.

6. Rate lock expires if you change your fixed interest rate period.

Your Rate Lock will expire early upon you making a change to your fixed interest rate period. The Rate Lock Fee will not be refunded if this occurs. If you again elect to lock in your interest rate, you will be required to make a new Rate Lock request by sending us another Rate Lock Request form and paying for another Rate Lock fee.

7. Refund of rate lock fee if your loan application is declined.

The Rate Lock Fee will be refunded only if your loan application is declined. The Rate Lock Fee amount will be returned to the nominated account from which you made the direct debit payment after 14 days.

Direct debit request service agreement.

1. Definitions.

In this agreement, unless the context requires otherwise:

agreement or this agreement means this Direct Debit Request Service Agreement between you and us including any amendment to this agreement;

business day means a weekday except a national public holiday or a public holiday on Victoria;

DDR means the attached Direct Debit Request completed and signed;

drawing means the amount debited from your nominated account pursuant to a DDR and this agreement;

drawing arrangement means your specific instructions set out in, or given to us in accordance with, a DDR as they relate to a drawing and your nominated account;

nominated account means the account that is nominated by you in the DDR from which amounts are to be debited;

us and **we** and **our** means ME Bank – a division of Bank of Queensland Limited ABN 32 009 656 740;

you and **your** means the person or persons who signed the DDR; and

your financial institution means the financial institution at which the nominated account is held.

2. Debiting your nominated account.

- By signing a DDR you authorise us to arrange for funds to be debited from your nominated account in accordance with your specific instructions set out in the DDR (if any).
- If a drawing is due to be made on a day that is not a business day, we may direct your financial institution to debit your nominated account on the following business day.
- If you are uncertain as to when the drawing will be processed, contact your financial institution.
- If a drawing arrangement is returned unpaid by your financial institution you:
 - may be charged a fee and/or interest by your financial institution; and
 - may also be charged a fee imposed or incurred by us.
- We reserve the right to cancel your drawing arrangement if the drawing is returned unpaid.
- We will not disclose any details of your DDR unless:
 - the disclosure to a financial institution is necessary to enable us to act in accordance with your drawing arrangements or to investigate a disputed transaction;
 - we are required or permitted to make the disclosure by law or you consent to the disclosure;
 - our financial institution requires the disclosure in connection with a claim on it relating to a claimed incorrect or wrongful debit.

3. Changes to this agreement.

We may change any details of this agreement or of a DDR by giving you written notice or by advertisement in the national media in your state or territory. We will give you at least 30 days notice of any changes.

4. Your rights.

- a. You may ask us to alter or defer your drawing arrangements, stop an individual drawing or cancel this agreement by giving us at least one business day's written notice by mailing it to ME, Account Services, Reply Paid 1345, Melbourne VIC 8060 or by faxing it to (03) 9708 4635. Alternatively, you can call us on **13 15 63**.
- b. You can also ask your financial institution to stop an individual drawing, cancel this agreement or change your drawing arrangement by advising us of your new nominated account details.
- c. If you consider that a drawing has been initiated incorrectly, you should call us and confirm this by notice in writing to us as soon as possible. You may also direct any claims to your financial institution. If we conclude as a result of our investigations that your nominated account:
 - has been incorrectly debited, we will arrange for your financial institution to adjust your nominated account (including interest and charges) accordingly; or
 - has not been incorrectly debited, we will provide you with reasons and any evidence for this funding.

5. Your obligations.

It is your responsibility to:

- a. ensure that your nominated account can accept direct debits (direct debiting may not be available on all accounts). If you are uncertain, please check with your financial institution before you complete the DDR;
- b. have sufficient clear funds in your nominated account to enable drawings to be made;
- c. ensure that the details you give us of your nominated account are correct by checking them against a recent statement. If you are uncertain, please check with your financial institution before completing the DDR;
- d. ensure that the authority given to us to draw on your nominated account is consistent with the account authority or signing instructions held by your financial institution for that account;
- e. tell us if the details of your nominated account change in any way; and
- f. check your statement to verify that the amount debited from your nominated account is correct.

Member package important information.

If you have applied for a Member Package, you will be eligible to receive:

- A special variable interest rate on all eligible ME home loans.
- An exemption from paying valuation fees, top-up fees, interest rate variation fees or fix/split loan variation fees that would be payable on any eligible ME home loans you have with us.

An annual fee of \$395 applies.

For more details about Member Package, refer to **mebank.com.au**

Lenders Mortgage Insurance.

Lenders Mortgage Insurance (often called 'LMI' for short) is insurance that banks take out – at extra cost to the borrower – to protect the bank in case the borrower ends up not being able to pay what they owe.

As a borrower with ME, you'll need to pay an extra fee to cover Lenders Mortgage Insurance if you're borrowing 80% or more of the property's value. We've partnered with Helia as our LMI provider – you can find out more about their product by reading the enclosed LMI Factsheet.



Everyday Transaction Account.

Fees and charges guide.

Fee description	Fee
Monthly account keeping fee	free
Debit Mastercard®	free
EFTPOS (purchase and/or cash out)	free
Withdrawals and enquiries at Australian ATMs may incur an ATM operator fee charged by the ATM operator.	
International transactions	
International ATM balance enquiry	free
International transaction fees for cash withdrawals and purchases	2.3% of AUD value
Comprised of:	
Mastercard cross border fee – charged on transactions where the merchant account is not held in Australia	0.8%
International fee – charged on any foreign currency transaction converted into Australian dollars, payable at the time the currency conversion is made	1.5%
International ATM withdrawal	\$4
Note: Withdrawals and enquiries at international ATMs may also incur an ATM operator fee charged by the ATM operator	
Bank@Post	
Cash withdrawal	free
Cash or cheque deposit	free
Balance enquiry	free
Cheques	
Cheque book (50 leaves)	\$10
Purchase of a bank cheque	\$6
Cancellation of a bank cheque – when you return a bank cheque you have purchased to credit the funds back to your ME account	free
Replacement of a bank cheque – when you wish to replace a bank cheque that has been lost or stolen	free
Stop payment on a personal cheque	free
Special answer – when you request we process a cheque deposited by you sooner than the standard timeframes	\$15
Other	
Request to change colour of card	free
Emergency replacement card (within Australia)	free
Emergency replacement card (outside Australia)	free
Emergency cash	free
Duplicate or interim statement	\$5 per statement
Telegraphic transfer (domestic only)	\$30
Trace – when you request ME to investigate a transaction that has been posted to your account.	\$15
Note: the fee will be waived if the trace shows that the transaction was incorrectly posted to your account	
Voucher retrieval – when you request ME to produce a voucher or other documents in relation to the conduct of your account (e.g. a copy of a cheque)	free

All fees will be charged to your account immediately. For further information or to open an account, call **13 15 63** or visit **mebank.com.au**. Mastercard is a registered trademark, and the circles design is a trademark of Mastercard International Incorporated. This is general information only and you should consider if these products are appropriate for you. Terms and conditions available on request.

Key facts about Lender's Mortgage Insurance (LMI).



Key facts

What is Lender's mortgage Insurance (LMI)?

LMI is an insurance that protects the lender, in the event that the borrower defaults on their home or investment loan.

Sometimes when a security property is required to be sold as a result of a default, the net proceeds of the sale may not always cover the full balance outstanding on the loan. Where this occurs, the lender is entitled to make an insurance claim to the mortgage insurer for the reimbursement of any shortfall.

Who is covered under the policy?

It's important to understand that LMI covers the lender as the insured party and beneficiary of the insurance cover, and not the borrowers or any guarantors. Where a claim for loss is paid to the lender, the mortgage insurer may additionally seek recovery from the borrower, or any guarantor, for any shortfall amount.

The borrower cannot make a claim under the LMI – only the lender can make the claim.

When is LMI required?

Whether or not the lender requires LMI depends on a number of factors, including but not limited to the amount of the loan, the level of your equity in the security property (how much deposit a borrower is contributing) and the level of risk associated with the loan application.

The LMI premium is paid by the borrower.

How is the insurance premium calculated?

The LMI premium is a one-off cost and provides cover for the full term of the loan. The cost of LMI premium is payable either on settlement of the loan, or in some instances may be added to the borrower's loan repayments over the term of the loan.

This premium is charged by the mortgage insurer to the lender and the lender passes this cost onto the borrower. The lender will not charge the borrower more for LMI than the actual costs incurred. The lender does not receive a commission from the mortgage insurer on the LMI payable.

The cost of LMI varies depending on a number of factors however predominantly depends on the loan size, the level of equity in the security property and the risk associated with the particular loan product.

Who underwrites the insurance policy?

When you apply for a mortgage, the lender may then apply to Helia Insurance Pty Ltd, a 'mortgage insurer' for lender's mortgage insurance.

What if I vary my home loan and LMI is needed?

A premium is calculated on the advanced insured loan amount.

If you require further information relating to LMI, please contact our contact centre on **13 15 63**