

Guide for Making Osko Payments

Dated: November 2024

OSKO

We subscribe to Osko under the **BPAY** Scheme, allowing all our customers who satisfy the requirements set out in this Guide to make and receive Osko Payments in near real time.

You will be able to make an Osko Payment or Payment Request through internet banking – unitybank.com.au.

Any notifications we need to give you about Osko Payments or Payment Requests will be via messages on our *Unity Bank internet banking service*.

We will tell you if, for any reason, we are no longer able to offer you Osko. If we are no longer able to offer you Osko, you will not be able to send or receive Osko Payments through us.

Where we are able to do so we will tell you:

- if there are any delays in processing Osko Payments;
- when your Osko Payment is likely to be completed;
- give you the opportunity to cancel an Osko Payment if it is delayed.

How to use Osko

You can make Osko Payments from any Unity Bank account that has unrestricted Internet Banking access. Please refer to the *Summary of Accounts & Availability of Access Facilities* which is available at unitybank.com.au.

PayID

You do not have to have a registered PayID in order to make an Osko Payment. However you need the other parties PayID details.

When you direct an Osko Payment or Payment Request to a PayID connected to a joint account, other account holders may be able to see the messages and notifications associated with the Payment or Payment Request. Similarly, depending on the settings you choose for your PayID, other account holders on your account may be able to see messages and notifications associated with Payments and Payment Requests

addressed to your PayID. You can obtain more information regarding the use of PayIDs by joint accounts at Unity Bank.

When initiating a transaction, you might direct the transaction to an incorrect account if you get a PayID wrong. To try to avoid this, we will ask you to verify that you have the right PayID. We will do this by presenting you with the associated PayID Name as an additional confirmation of the intended recipient before you submit a transaction.

Please refer to our *Customer Terms for Creating and Using a PayID* at unitybank.com.au.

MAKING OSKO PAYMENTS

How Osko Payments work

When you send a payment using Internet Banking we will choose the fastest method to deliver the payment. If the recipient bank is subscribed to Osko that method will be an Osko Payment.

Payment Directions

You must give us the following information when you send us a Payment Direction:

- recipient's PayID;
- recipient's name;
- amount; and
- the account the payment is to come from.

You should ensure that all information you provide in relation to an Osko Payment is correct as we will not be able to cancel an Osko Payment once it has been processed.

Mistaken payments

If you have made a mistaken payment, either as to the PayID or the amount, please notify us. We will follow the procedures for mistaken payments in the ePayments Section of our *Account & Access Facility Conditions of Use*.

Where we and the sending financial institution determine that an NPP Payment made to your account is either a Mistaken Payment or a Misdirected Payment, we may, without your consent, and subject to complying with any other applicable terms and conditions, deduct from your Account, an amount up to the original amount of the Mistaken Payment or Misdirected Payment. We will notify you if this occurs.

Security

We have set out important information about making electronic payments and securing your passcode in our *Account & Access Facility Conditions of Use* and *Privacy Notification* available at unitybank.com.au.

Fees and charges

Please see our *Fees & Charges and Transaction Limits* document for current fees and charges.

Complaints about payments

We have a dispute resolution system to deal with any complaints you may have in relation to your Osko payments. Our dispute resolution policy requires us to deal with any complaint efficiently, speedily and sympathetically.

Our staff have a duty to deal with your complaint under our dispute resolution policy. Our staff must also advise you about our complaint handling process and the timetable for handling your complaint. We also have an easy to read guide to our dispute resolution system available to you on request.

We will keep you informed of the progress of all disputes and investigations. However, we may not notify you or keep you informed of certain investigations and disputes where we reasonably determine that doing so will, or is likely to, compromise the integrity of the investigation or Osko more broadly.

If you would like to make a complaint, you may:

Visit one of our branches: For all branch locations, please visit www.unitybank.com.au/locate-us.html.

Phone or write to us: Our Call Centre is open from 8.00am to 7.00pm AEST, Monday – Friday. You can contact one of our friendly staff members on 1300 36 2000.

Alternatively, you may write to us: to PO Box K237, Haymarket NSW 1240.

If you are not satisfied with the way in which we resolve your complaint, or if we do not respond speedily, you may refer the complaint to our external dispute resolution provider:

Australian Financial Complaints Authority (AFCA)

Website: <http://www.afca.org.au/>

Email: info@afca.org.au

Phone: 1800 931 678

In writing: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

Notifications

We will inform you via Internet Banking when:

- we confirm and validate each Payment Direction or Payment Request you give us;
- a Transaction you have initiated:
 - is successfully completed; or
 - fails for any reason.

An Osko Payment deposited in your account will show in a transaction listing on your statement.

You may also, at any time, access a record of all Transactions which you have been involved with via internet banking and statements.