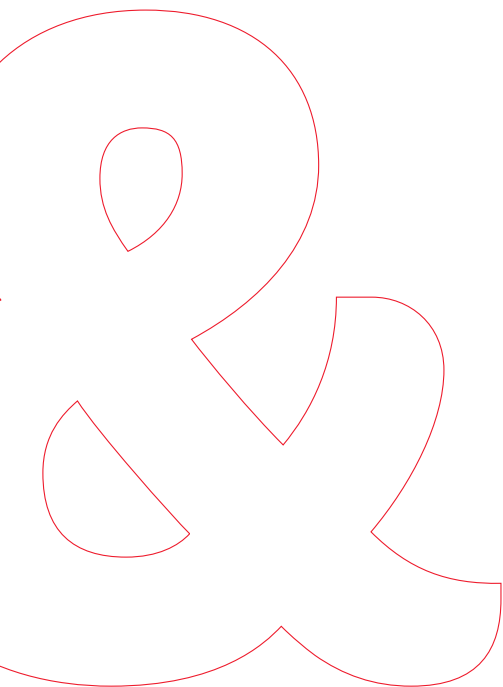


Term Deposit Account

Product Disclosure Statement

Effective from 1 November 2010



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The information provided in this document is not financial product advice and has been prepared without taking into account your specific personal circumstances. You should read the whole of this document and consider all the information in light of your own personal circumstances before deciding to obtain any of the products offered.

Police & Nurses Credit Society representatives are employees, who may also receive cash and/or non-cash performance bonuses based on a number of performance indicators including the total number of new financial products issued each month.

1. Application of these Terms & Conditions

- a. These Terms & Conditions shall apply to any Fixed Term Deposit Account operated with Police & Nurses Credit Society Limited.
- b. In this document references to **we, us, our** or **Police & Nurses** are references to Police & Nurses Credit Society Ltd. and references to **you** or **your** are references to you, the account holder/s, in respect of the account to which these Terms & Conditions will apply.
- c. Your continued use of an account or retention of funds in an account means that you agree to these Terms & Conditions.

2. Account Operations

- a. To open a new account or become a signatory to an account, all signatories are required to provide personal identification and be verified, as required by law.

To have your identity verified, please present us with one primary photo identification (eg. passport, drivers licence etc.) or one primary non-photo identification (eg. birth certificate, citizenship certificate etc.) and one secondary identification (eg. utility bill, ATO assessment etc.).

Should you require further information about the identification requirements, please contact Police & Nurses.

- b. At the time of opening an account, we will request that you nominate all people who will be authorised to operate the account (the signatory or signatories to the account).

- c. If you do not indicate, on application, the account authorisation instructions (ie. one to sign or two to sign), then we shall deem that any one of the signatories alone may operate the account (subject to any written instruction to the contrary).
- d. We accept that the authorised signatories have authority to act fully and effectively in all dealings, matters and transactions with respect to the account.
- e. If you wish to alter the account authorisation instructions, then we must be notified in writing and such notification is to be signed by the authorised account holders.

3. Joint Accounts

- a. If the account is a joint account the funds are held in joint tenancy. Therefore upon the death of one of the account holders the funds will automatically pass to the survivor/s.
- b. If these Terms & Conditions are given to any of the joint account holders then it will be deemed that all account holders have received them.
- c. All account holders are jointly and severally responsible for any indebtedness in respect to any account within the membership.
- d. We can send notices, statements or any other documents by mailing them to any one of the joint account holders at the current address recorded for the account. In this event it is deemed that all of the account holders shall have received the notice, statement or other documents the next business day after it is sent.

4. Privacy

- a. We recognise the importance of the privacy of your personal details, and are committed to protecting the confidentiality of any of your personal information that we hold. For more information about how we collect and use your personal information please visit pncs.com.au or call 13 25 77.

5. Mutual Banking Code of Practice

- a. If you are an individual, and use your account alone or jointly with another individual or individuals, then the provisions of the Mutual Banking Code of Practice will apply to the account. You may obtain a copy of the Mutual Banking Code of Practice by contacting us or visiting CUSCAL at cu.net.au.

6. Statements

- a. A statement will be issued at least once every 6 months.
- b. Statements will be sent to the address recorded on your membership. If you change your address, you must notify us as soon as possible. In those cases where a statement has been returned undelivered, further statements may not be mailed to you until a new mailing address has been provided.
- c. Additional statements can be obtained upon request, however a charge may be applied.

7. Dispute Resolution

Our goal is member satisfaction and we have established procedures for internal and external dispute resolution, including membership of an ASIC approved independent dispute resolution scheme.

a. Internal Dispute Resolution Scheme

If your complaint is not resolved to your satisfaction, you can ask to have it reviewed by a Police & Nurses Member Representative who will provide a free review of more difficult complaints to help achieve a prompt solution.

To use our internal dispute resolution procedure you should address a letter, email or fax detailing the dispute to:

Name: The Member Representative
Mail: Police & Nurses Credit Society Limited
PO Box 8609 Perth BC
Western Australia 6849
Telephone: 13 25 77
Fax: (08) 9219 7660
Email: member.representative@pnscs.com.au

If the Member Representative is able to resolve the dispute he or she will promptly notify you in writing of the outcome and provide reasons for the outcome. If you are still not satisfied with the outcome of a dispute, you can refer the matter to our external dispute resolution scheme.

You are not obliged to pursue a dispute with Police & Nurses using its internal dispute resolution procedure. If you do use the internal dispute resolution procedure, you may commence legal proceedings before, after or at the same time as using the internal dispute resolution procedure.

Police & Nurses' participation in the internal dispute resolution procedure is not a waiver of any rights it may have under the law or under any contract between you and Police & Nurses. An example of a contract between you and Police & Nurses may be a loan contract, a guarantee, the terms and conditions of an account, or the terms and conditions of a VISA card or ATM card.

b. External Dispute Resolution Scheme

External dispute resolution is a free service established to provide you with an independent mechanism to resolve specific complaints.

You must attempt to resolve your complaint with us before contacting our external dispute resolution scheme. If you have a complaint which remains unresolved after speaking to our Member Representative, you can contact our external dispute resolution provider or get legal advice.

Our external dispute resolution provider is:

Name: Financial Ombudsman Service (FOS)

Mail: GPO Box 3
Melbourne VIC 3001

Telephone: 1300 780 808
9am to 5pm AEST

Fax: (03) 9613 6399

Email: info@fos.org.au

Website: www.fos.org.au

8. Withholding Tax

- a. Where no tax file number has been lodged with us and where no exemption applies or for members residing permanently overseas, withholding tax will be debited from your account in accordance with current government rates.

9. Changes to Terms & Conditions

- a. Police & Nurses can change the Terms & Conditions from time to time.
- b. We will notify you in writing at least 30 days before the effective date of changes if the change to the Terms & Conditions will:
 - introduce a new fee or charge; or
 - vary the method by which interest is calculated or the frequency with which it is debited or credited.
- c. We will notify you in writing at least 20 days before the effective date of change or such other longer period as may be required by law if the change to the Terms & Conditions will:
 - increase charges relating solely to the use of your access method or the issue of additional access methods;
 - increase your liability for losses; or
 - make any changes to your account/s in respect of which the law requires that notice be given to you.
 - We will notify you of any other changes to these Terms & Conditions no later than the day the change takes effect, or such longer period as may be required by law, by:
 - notices on or with your periodic account statements;
 - direct written notice to you; or
 - press advertisement in the national or local media.
- d. If a change to an interest rate, fee or charge reduces your obligations (eg. lowering a fee), then notice of the change will be given at the time we next correspond with you.

10. Interest

- a. Interest rates offered by Police & Nurses may vary however once we have agreed on an interest rate with you, the interest rate is fixed for the term of the Term Deposit. Details of current interest rates are available upon request from any of our branches or by visiting pncs.com.au.

- b. Interest is calculated daily and credited to your account in accordance with your instructions and any special conditions of the specific Term Deposit.

11. Right of Set Off

- a. Police & Nurses reserves the right to apply the credit balance held in any of your Fixed Term Deposit accounts against any debt owed by either you, jointly or individually, to Police & Nurses.

12. Early Redemption

- a. Interest will only be paid on funds invested for a minimum of 30 days. In the event of early termination of the term deposit, interest will be calculated at the interest rate applicable to the FairSaver Account at the time the investment is redeemed.
- b. If any interest has been paid prior to early redemption of your term deposit, then any shortfall arising from the recalculation of interest in accordance with the previous paragraph will be deducted from the principal amount.
- c. Police & Nurses will not allow withdrawals unless acceptable proof of identity of the person making the withdrawals is provided. To determine the value of principle and interest you will receive on a particular day if you terminate your investment on that day (prior to maturity), please contact Police & Nurses.

13. Rollover Maturity

- a. We will advise you before your Term Deposit matures. If you do not provide us with any written instructions as to what will occur when your Term Deposit matures, then, at maturity, your Term Deposit will be reinvested for a term equal to the preceding term at the current interest rate.

Term Deposit rates advised on maturity are subject to change.

- b. These Terms & Conditions will continue to apply to any Term Deposit account that rolls over into a new term.
- c. Any increase to the amount of the Term Deposit after maturity will only accrue interest from the date the additional funds are deposited into the investment. The original value of the Term Deposit will accrue interest from the date of maturity. Additional funds can only be deposited up to 7 days after maturity (including date of the maturity).

14. Cheque Clearance

- a. When a cheque is deposited to an account at a Police & Nurses branch, the funds cannot be withdrawn until proceeds have been made available.

Funds will be made available as follows:

- Australian banks and financial institutions
– 4 business days
- Interstate cheque – 4 business days
- Overseas cheque – 45 business days
- Cheques deposited after 3pm any day of the week or on a Saturday – 5 business days
- Public Holiday in state where cheque is payable
– 6 business days

15. Redemption

- a. Term Deposits can be redeemed as follows:

- by cheque;
- by transfer to a Police & Nurses account; or
- by electronic transfer to another financial institution (can take up to 2 business days).

16. Special Terms & Conditions

Account type	Special conditions
<p>Money Maker Term Deposit</p> <p>Standard Term Deposit</p>	<ul style="list-style-type: none"> ■ terms range from 2 to 60 months ■ minimum deposit \$5,000 for 3 months and above ■ minimum deposit \$25,000 for 2 month term ■ interest is paid on maturity
<p>Regular Income Term Deposit</p> <p>Term Deposit designed to give a regular income to the member with flexible frequency options</p>	<ul style="list-style-type: none"> ■ minimum deposit \$5,000 ■ terms range from 12 to 60 months ■ interest is paid monthly, quarterly or annually, on the anniversary of lodging the deposit ■ interest must be credited to a Police & Nurses savings account, paid by cheque or electronically transferred to an external account
<p>Term Deposit Specials</p> <p>Special promotional Term Deposit offers with minimum deposits values and specific terms to qualify for a high rate of return</p>	<ul style="list-style-type: none"> ■ minimum deposit as advertised from time to time ■ qualifying terms as advertised from time to time ■ interest on maturity

IMPORTANT INFORMATION

The information contained in this brochure is for general purposes only. It has been prepared without considering any personal objectives, financial situation or needs. We recommend you read the relevant Product Disclosure Statement and/or terms and conditions when considering a product's appropriateness to your circumstances. Copies of these documents are available at pncs.com.au or from any Police & Nurses branch. Police & Nurses Credit Society is a member of an ASIC approved dispute resolution system. For information regarding this please contact us on 13 25 77.

Contact US

Police & Nurses Credit Society Limited

ABN 69 087 651 876 AFSL/ACL 240701

PO Box 8609

PERTH BC WA 6849

Tel: **13 25 77**

 **pncs.com.au**

