

# **ANZ EASYTRANSACT AND THE SUPER CLEARING SERVICE**

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PRODUCT DISCLOSURE STATEMENT  
8 MARCH 2017



CONTENTS

EASYTRANSACT AND THE SUPER CLEARING SERVICE	3
EASYTRANSACT AND THE SUPER CLEARING SERVICE TERMS AND CONDITIONS	5
OTHER IMPORTANT INFORMATION	10
DEFINITIONS	14

ANZ EASYTRANSACT AND THE SUPER CLEARING SERVICE

Entity details in this Product Disclosure Statement (PDS)

Legal Name	Registered numbers	Abbreviated terms used throughout this PDS
OnePath Custodians Pty Limited	ABN 12 008 508 496, AFSL 238346, RSE L0000673	OnePath Custodians, Trustee, us, we, our
OnePath Life Limited	ABN 33 009 657 176, AFSL 238341	OnePath Life
ANZ Wealth Australia Limited	ABN 60 000 000 779	OnePath
Australian and New Zealand Banking Group Limited	ABN 11 005 357 522 AFSL 234527	ANZ

Important information

OnePath Custodians is the issuer of the Super Clearing Service offered via ANZ EasyTransact ('EasyTransact') and this PDS.

The issuer is a wholly-owned subsidiary of ANZ. ANZ is an authorised deposit taking institution (Bank) under the *Banking Act 1959* (Cth). Although the issuer of this product is owned by ANZ, it is not a Bank. Except as described in the PDS, a contribution to the superannuation fund of your employee through the Super Clearing Service is not a deposit with or other liability of ANZ or its related group companies and none of them stands behind or guarantees the issuer.

A contribution to the superannuation fund of your employee through the Super Clearing Service is subject to investment risk, including possible delays in repayment and loss of income and principal invested.

The PDS contains general information only and does not take into account your personal circumstances or your financial needs and objectives. This PDS explains the main features of the Super Clearing Service and should not be used as a substitute for financial advice. You should read this PDS carefully to assess whether the information is appropriate in respect of your objectives, financial situation and needs and speak to a financial adviser or planner before deciding to use the Super Clearing Service.

The invitation to use the Super Clearing Service in this PDS is only available to persons receiving this PDS in Australia. It is not made directly or indirectly, to persons in any other country.

We are not bound to accept an application in relation to the Super Clearing Service.

OnePath Custodians Pty Limited

242 Pitt Street, Sydney NSW 2000

Phone 13 47 43

Email [employersuper@anz.com](mailto:employersuper@anz.com)

Website [anz.com/corporate/products-services/](http://anz.com/corporate/products-services/)

This PDS includes the terms and conditions for EasyTransact, ANZ's online superannuation servicing system and the Super Clearing Service.

# EASYTRANSACT AND THE SUPER CLEARING SERVICE

This PDS provides you with information about the Super Clearing Service which is offered via EasyTransact.

EasyTransact, ANZ's online superannuation servicing system, enables you to make super contributions for your employees to your employer plan.

The Super Clearing Service also enables you to remit super contributions for your employees to Choice funds.

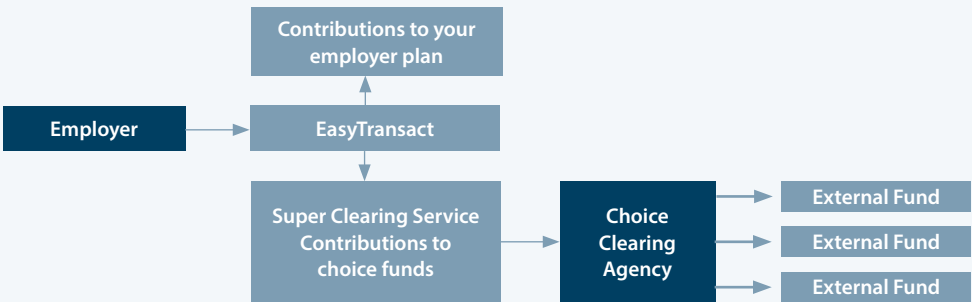
ANZ EasyTransact is an 'alternative arrangement' that meets the conditions and requirements of the Superannuation Data and Payment Standards 2012 and associated schedules, as amended from time to time. The alternative arrangement data elements have been mapped to the standard data elements of the SuperStream Message Implementation Guide (MIG). This data mapping is available on request. Contribution payments must be electronic, as outlined in the 'Payment Methods' section on page 4 of this PDS.

## HOW YOU CAN BENEFIT FROM EASYTRANSACT AND THE SUPER CLEARING SERVICE

- EasyTransact allows you to complete many different superannuation servicing and transacting functions online. This increases efficiency and reduces processing time and administration costs.
- EasyTransact speeds up turnaround times, offering increased accuracy and providing transmission of payroll files to help you easily transfer member details from a wide range of payroll systems.
- EasyTransact uses high levels of encryption and coding to ensure the security of online transactions.
- To help you get the maximum benefit from EasyTransact, we have a range of support tools and a dedicated support team who can provide you with face-to-face training and ongoing telephone support.
- The Super Clearing Service can reduce the administrative burden you face if you need to submit multiple super contributions to multiple funds.

## HOW THE SUPER CLEARING SERVICE WORKS

- Where you need to offer Choice of Superannuation Fund to your employees, the Super Clearing Service gives you the flexibility to make contributions to Choice funds selected by your employees.
- We will accept payment from you and remit it to Choice funds on your behalf.



## HOW YOU CAN REGISTER FOR EASYTRANSACT

If you have an employer plan, you can register by contacting Customer Services on 13 47 43.

## EASYTRANSACT AND THE SUPER CLEARING SERVICE TRAINING AND SUPPORT

To assist you, the EasyTransact User Guide is available from [anz.com/corporate/products-services/](http://anz.com/corporate/products-services/)

ANZ's dedicated EasyTransact Helpdesk team can provide you with training and ongoing telephone or online support. This service is provided at no extra cost. You can call the EasyTransact Helpdesk team on 13 47 43 (options 1, 1) weekdays between 8.30am and 6.30pm (AEST).

## IMPORTANT INFORMATION REGARDING THE USE OF EASYTRANSACT AND THE SUPER CLEARING SERVICE

Users of EasyTransact and the Super Clearing Service should be aware that the standard payment timeframe for monies to be cleared to the Choice fund is up to six business days (subject to terms and conditions). Payments will be sent electronically. Additional time may also be taken by the Choice fund to process the payment once it is received, according to their service levels. This means if you do not make contributions within sufficient time of the relevant quarter end, you may incur the Superannuation Guarantee (SG) contribution charge. For more information on the SG contribution charge, please refer to the Australian Taxation Office (ATO) website.

The standard payment timeframe is also subject to:

- your employees providing you with the correct Choice fund and membership details
- the Choice fund maintaining their bank account and contact details.

There may also be instances where technical errors affecting the technology used by EasyTransact and the Super Clearing Service may, amongst other things, prevent the timely and accurate completion of contributions.

If we are unable to process a contribution immediately for any reason, including awaiting outstanding requirements or whilst ensuring your payment is honoured, we and the Choice Clearing Agency will retain any interest paid by our bank on the account the contributions are held in to meet, among other things, bank fees and other bank administrative costs we incur in operating the service. This is generally for short periods of time.

As with any online transaction, there is a risk of fraud, data corruption, breaches of data or password security, defects in transmission or viruses. ANZ has ensured this risk is minimised through the use of 128-bit encryption as a standard feature of EasyTransact and the Super Clearing Service.

Where we are made aware of a contribution being delayed or rejected, the EasyTransact Helpdesk team will contact you.

## PAYMENT METHODS

You can make contributions on behalf of your employees, using:

- Employer initiated direct debit
  - we will deduct separate payments from your nominated bank account for your employer plan and for Choice funds if applicable. You can access the EasyTransact Employer Initiated Direct Debit Request form at [anz.com/corporate/products-services/](http://anz.com/corporate/products-services/)
- Direct credit
  - you can make a single payment containing all employer plan contributions and contributions to all Choice funds
- BPAY®
  - you will be given a Biller Code and Customer Reference Number (CRN), allowing you to make a single payment containing all employer plan contributions and contributions to all Choice funds.

**Note:** Paying via BPAY® is currently not available to employers who have transferred from the OnePath Corporate Super and ANZ Super Advantage employer super products.

®Registered to BPAY® Pty Ltd ABN 69 079 137 518

# EASYTRANSACT AND THE SUPER CLEARING SERVICE TERMS AND CONDITIONS

## EASYTRANSACT

- 1.1 These terms and conditions and the use of EasyTransact and the Super Clearing Service are governed by the law in force in New South Wales and you submit to the non-exclusive jurisdiction of the courts of New South Wales. Your business or company must be registered/incorporated and also domiciled in a state or territory of Australia.
- 1.2 These terms and conditions will not exclude, modify or replace any other terms of enrolment in the employer super product or any other matters such as fees, charges, policy conditions, etc.
- 1.3 Copyright and trademark rights in respect of any logos, symbols or trademarks vest in OnePath Custodians. You shall not download, reproduce, transfer, publish, alter or use any such logos, symbols or trademarks for any purpose other than the purpose of advising and authorising the payment of contributions via EasyTransact. You have no proprietary or other rights in relation to the EasyTransact site.

## SECURITY

- 2.1 We will issue you a user ID and password. You may request for one or more authorised officers to be provided with the user ID and password where access to EasyTransact is required as part of the authorised officer's duties with you. You authorise us to act on instructions and any information submitted to us using your user ID and password.
- 2.2 You have a number of binding obligations in using EasyTransact. You must:
  - i. only permit authorised officers to use EasyTransact

- ii. not disclose the user ID and password to anyone other than an authorised officer
- iii. not store passwords anywhere but commit them to memory
- iv. regularly and carefully check that the contributions processed via EasyTransact appear in your nominated bank account
- v. report any unauthorised transactions to us immediately.

- 2.3 If you believe that your user ID or password has been compromised, you must contact us immediately on 13 47 43.

## ACCESS TO EASYTRANSACT

- 3.1 We reserve the discretion to deny access to and/or de-register you from EasyTransact, including without limitation, if in our opinion:
  - i. you failed to keep your user ID and password secure or we have concerns regarding security or unauthorised access
  - ii. you fail to use EasyTransact for 13 months.
- 3.2 While we have put in place certain security systems, we are unable to guarantee in all circumstances that EasyTransact or the information contained on it will not be subject to unauthorised access. We will not be liable for any loss, damage, claims and expenses arising from unauthorised access to EasyTransact or the information retained on it.
- 3.3 EasyTransact allows you to set three authority levels for authorised officers:
  - i. contribution batch preparation and submission for processing
  - ii. contribution batch preparation only
  - iii. read-only.

## PROCESSING BY EMPLOYER INITIATED DIRECT DEBIT USERS

- 4.1 We may process an employer initiated direct debit contribution batch submitted through EasyTransact on the next business day following the date of receipt by us. Once successfully processed by us, the information or contributions will be lodged with the relevant OnePath product(s).
- 4.2 If we send you a transaction confirmation message, we are authorised to process the contribution batch and, in the case of an employer initiated direct debit contribution remittance, debit the nominated bank account with the grand totals appearing on the contribution batch.

## PROCESSING BY DIRECT CREDIT USERS

- 5.1 We will process a direct credit contribution batch submitted through EasyTransact upon receipt of advice from EasyTransact that a contribution batch has been submitted and the EFT amount is received and reconciled by us. Once successfully processed by us, the information or contributions will be lodged with your employer plan.
- 5.2 You agree that our receipt of your contribution batch submitted through EasyTransact and the deposit of sufficient funds via EFT constitutes an irrevocable authority from you for us to process the contribution batch.
- 5.3 After processing the contribution batch using EasyTransact, you must immediately transfer the total amount of contributions via EFT into the relevant bank account. If there is a difference between the amount transferred via EFT and the contribution batch amount, you must contact us immediately to advise the reason for the discrepancy.
- 5.4 We will endeavour to reconcile the contribution batch amount received through EasyTransact and the total EFT amounts received in the relevant bank account. This is generally completed the day after and no

later than five business days after receiving advice from EasyTransact that a contribution batch has been processed and the correct contribution batch amount is credited to the relevant OnePath bank account.

- 5.5 Direct credit payments will be held by us for a maximum of 25 days. If during this time we are unable to match the payment to an EasyTransact contribution batch, the funds will be refunded.

## BPAY® USERS

- 6.1 You acknowledge that BPAY® is a third party provider. We will not be responsible to you for errors of any sort relating to BPAY® which are beyond our reasonable control.

### 6.2

- i. Make sure that you have read and understood any BPAY® information or material provided by us and also any information provided to you by your financial institution (together, the 'BPAY® Information') before proceeding to use BPAY®. Where relevant, that information is binding upon you – in particular, please be aware of the details of any fees which your financial institution may charge you in respect to BPAY®.

We do not accept credit card transactions using BPAY® for employer plans. However, cash advances using credit cards will be accepted by the BPAY® facility. Please note that you may be liable for additional fees and charges from your credit card provider if you choose to make a cash advance payment to the BPAY® facility.

- ii. Importantly, no contribution batch or payment will be deemed as properly made, effected, or paid until the correct amount of such contribution batch or payment is received in full by us (and we will not be required to make any such contribution or other payment included in that contribution batch until that amount is received in full). For example, if an underpayment of a superannuation

contribution is made by you or on your behalf, then no contribution shall be deemed to have been made until the remainder of the payment is received by us.

- iii. If you make an underpayment for any contribution batch and we do not receive the full outstanding amount within 30 days, we will cancel the entire contribution batch and will not allocate any of the contributions to members.
- iv. Notwithstanding clauses 6.2 ii. and iii., if any payment is not made in full or if any underpayment is made for any contribution batch, you only have 30 days (from the date of submission of the contribution batch) to make payment in full or to pay the outstanding amount. If that amount is not received in full via BPAY® within that 30 days, then the payment and contribution will be refunded or cancelled respectively, where applicable.

- 6.3** You must only use BPAY® within EasyTransact in accordance with the BPAY® Information. You acknowledge that we are not liable to you for any errors you make in using BPAY®, and that we are entitled to seek reimbursement from you (and take legal recovery action if necessary) for any losses or expenses which we suffer or incur as a result of your incorrect use of BPAY® (or by your agents, employees or anyone on your behalf).
- 6.4** If you become aware of any error which you have made in using BPAY® (including, but not limited to, using an incorrect CRN or Biller Code, or entering an incorrect dollar amount in respect of any contribution batch details), you must contact us on 13 47 43.
- 6.5** Where we receive a contribution batch on your behalf and it is evident to us that you or someone on your behalf has submitted an incorrect CRN in respect of that contribution batch, you authorise us to correct the CRN for that contribution batch for our internal purposes only (in order to allow us to correctly allocate the contribution batch). You acknowledge, however, that we are

not bound to make such a correction, and are not liable when an incorrect CRN has been used.

- 6.6** You agree that you or any other person will not copy or attempt to replicate or deal in any other manner with any BPAY® logos, symbols, designs or trademarks.

## **SUPER CLEARING SERVICE**

- 7.1** The Super Clearing Service enables you to remit super contributions for your non-ANZ employer plan members to Choice funds.
- 7.2** While the Super Clearing Service is offered by us, it is made available from a third party provider, the Choice Clearing Agency and various Choice funds.

## **REMITTANCES TO CHOICE FUNDS**

- 8.1** Subject to these terms and conditions, superannuation contribution remittances and monies for non-ANZ employer plan members will be sent to Choice funds within six business days after receipt of the monies by us. The remittance advice and monies will be sent to the Choice fund by the Choice Clearing Agency, either electronically or by Australia Post through the normal delivery service. Monies are assumed to be received by us on the following business day where a payment is made prior to the cut-off time on a business day.
- 8.2** You acknowledge and agree that we have no responsibility for ensuring acceptance by the intended recipient of your contributions via the Super Clearing Service as the means of paying your employees' contributions. Nevertheless, we will take reasonable steps to attain acceptance.

## PROCESSING CONTRIBUTIONS USING THE SUPER CLEARING SERVICE

- 9.1 You acknowledge that we will, to the best of our ability, provide accurate information regarding the complying status of Choice funds; however, it is not our obligation to ensure they are complying superannuation funds.

### Processing by employer initiated direct debit users

- 9.2 You acknowledge and agree that after processing a contribution batch, the total amount of contributions will be debited from your nominated account and transferred to the Clearing Service Bank Account.

The amount, minus any fees, will be electronically transferred to the Choice Clearing Agency on the following business day that your account is debited. That money will remain with the Choice Clearing Agency for a period of three business days before being disbursed to the Choice fund(s).

- 9.3 We and the Choice Clearing Agency are entitled to retain any interest or other financial benefit accruing as a result of monies being held whilst ensuring your payment will be honoured by your financial institution.

### Processing by direct credit users

- 9.4 You acknowledge and agree that after processing a contribution batch, you will immediately transfer a single amount containing the total of Default and Choice contributions via EFT into the Settlement Bank Account. If a contribution batch is authorised prior to 3pm on a business day, the amount, minus any applicable fees, will be electronically transferred to the Choice Clearing Agency on the following business day after we receive your payment. If a contribution batch is authorised after 3pm on a business day, the amount, minus any applicable fees, will be electronically transferred to the Choice Clearing Agency on the second business day after we receive

your payment. That money will remain with the Choice Clearing Agency for a period of three business days before being disbursed to the Choice fund(s). If there is a difference between the amount transferred via EFT and the contribution batch amount, we will endeavour to reconcile the outstanding amount to the aggregate of all Direct Credit payments identified as having been received from you. We will attempt to reconcile the contribution batch in whole such that monies will not be transferred to the Choice Clearing Agency until adequate funds to cover both Default and Choice components have been received.

### Processing by BPAY® users

- 9.5 You acknowledge and agree that after processing a contribution batch you will immediately pay the total amount of contributions to the supplied Biller Code and CRN. If a contribution batch is authorised prior to 3pm on a business day, the amount, minus any applicable fees, will be electronically transferred to the Choice Clearing Agency on the following business day after we receive your payment. If a contribution batch is authorised after 3pm on a business day, the amount, minus any applicable fees, will be electronically transferred to the Choice Clearing Agency on the second business day after we receive your payment. That money will remain with the Choice Clearing Agency for a period of three business days before being disbursed to the Choice fund(s).

If there is a difference between the amount transferred via BPAY® and the contribution batch amount, we will endeavour to reconcile the outstanding amount to the aggregate of all BPAY® payments identified as having been received from you. We will attempt to reconcile the contribution batch in whole such that monies will not be transferred to the Choice Clearing Agency until adequate funds to cover both Default and Choice components have been received.



## CONTRIBUTION BATCH – MISTAKES OR INCORRECT INFORMATION

**10.1** We will contact you within three business days of the submission of a contribution batch in either of the following circumstances:

- we detect the information in a contribution batch is incorrect
- your payment does not match the amount in the corresponding contribution batch or we are unable to direct debit your account due to insufficient cleared funds.

You will need to correct the contribution batch and/or payment amount before we can process your contribution batch. Payments not matched to a contribution batch within 25 days of receipt will be refunded.

**10.2** Prior to submitting a contribution batch, you will have the ability to delete the contribution batch if you make a mistake. If you are an employer initiated direct debit user and have submitted the contribution batch, you must contact us to stop the amount and contribution batch data being forwarded to the external superannuation fund within 24 hours of submitting the contribution batch.

**10.3** If you do not notify us within the time stated and we have forwarded the payment and contribution batch data to the external superannuation fund, it will be your responsibility to recoup these funds directly from the external superannuation fund. You will also be required to submit another contribution batch with the correct information and make a new payment for the total amount of that contribution batch.

## FEES

**11.1** You acknowledge and agree that the financial institution with whom you hold your nominated account may charge you up-front establishment and ongoing fees in respect of your nominated account.

**11.2** We may vary the fees for the use of the Super Clearing Service but will provide you with 30 days prior notice before the variation takes effect.

## YOUR RESPONSIBILITIES AND ACKNOWLEDGEMENTS

**12.1** You are responsible for the validity of all contribution batch data sent for processing. You acknowledge and agree that we have no responsibility for checking the validity of any information contained within a contribution batch.

**12.2** It is your responsibility to ensure any legislative and compliance requirements are met and to provide such requirements upon request to enable us to effect the processing of contribution batch data to Choice funds.

**12.3** You consent for us to contact and liaise, in writing or otherwise, with third parties or other persons (e.g. regulated superannuation funds) in relation to your participation in the Super Clearing Service, including to investigate why a contribution batch has not been processed correctly and to instruct third parties and other persons to resolve any errors identified.

**12.4** You need to be aware that the information you, your officers and other employer delegates provide through EasyTransact, including, but not limited to information regarding member details such as date of birth and membership categories, will be relied on as accurate. In the event that incorrect information is supplied, it may have adverse implications for you and/or your employees, including potential adverse financial consequences\*. For this reason, it is important that the Trustee is notified

immediately of any changes to or errors in this information, including but not limited to, when members leave your employment.

- \* The potential adverse implications for members of incorrect information may, among other things include:
  - a. contributions to the member's superannuation account being invested into the incorrect investment options, and
  - b. compromising the member's ability to claim insurance benefits in the future.

## OUR LIABILITY

### 13.1 We will not be liable for:

- i. any technical or service difficulties with EasyTransact or the Super Clearing Service (including delays in processing) which are outside of our control
- ii. any problems caused to any computer, associated equipment, software or data as a result of using EasyTransact or the Super Clearing Service
- iii. the failure of EasyTransact or the Super Clearing Service either in whole or part
- iv. matters arising from data corruption, breaches of data or password security, defects in transmission, or viruses
- v. any losses caused to you, your employees or agents arising directly or indirectly from using EasyTransact or the Super Clearing Service.

### 13.2 You acknowledge that we will not be responsible for any delays that may occur in accepting or processing contribution batch data where:

- i. there is a public or bank holiday in New South Wales on the day you authorise a contribution batch
- ii. you authorise a contribution batch after the cut-off time on a business day
- iii. the contribution batch contains errors or

- iv. an employer initiated direct debit is dishonoured or returned.

### 13.3 Except for our own negligent act or omission, we will not be liable for any loss, expense or charge incurred by you or your employees in connection with your ongoing use of EasyTransact or the Super Clearing Service, including errors beyond our reasonable control.

### 13.4 We will not be liable and you indemnify us for any loss or expenses incurred by any party as a result of a breach of any applicable superannuation, tax, industrial relations or other legislation applicable to the payment to us, or information supplied, or omitted to be supplied by you.

## OTHER IMPORTANT INFORMATION

### PRIVACY

In this section 'we', 'us' and 'our' refers to OnePath Custodians Pty Limited, OnePath Life Limited and other members of the ANZ Group.

We collect your personal information from you in order to manage and administer our products and services. Without your personal information, we may not be able to process your application or provide you with the products or services you require.

We are committed to ensuring the confidentiality and security of your personal information. Our Privacy Policy details how we manage your personal information and is available on request or may be downloaded from [anz.com/privacy](http://anz.com/privacy)

In order to undertake the management and administration of our products and services, it may be necessary for us to disclose your personal information to certain third parties. Unless you consent to such disclosure we will not be able to consider the information you have provided.

## PROVIDING YOUR INFORMATION TO OTHERS

The parties to whom we may routinely disclose your personal information include:

- an organisation that assists us and/or ANZ to detect and protect against consumer fraud;
- any related company of ANZ which will use the information for the same purposes as ANZ and will act under ANZ's Privacy Policy;
- organisations performing administration and/or compliance functions in relation to the products and services we provide;
- organisations providing medical or other services for the purpose of the assessment of any insurance claim you make with us (such as reinsurers);
- our solicitors or legal representatives;
- organisations maintaining our information technology systems;
- organisations providing mailing and printing services;
- persons who act on your behalf (such as your agent or financial adviser);
- the policy owner (where you are a life insured who is not the policy owner);
- regulatory bodies, government agencies, law enforcement bodies and courts.

We will also disclose your personal information in circumstances where we are required by law to do so. Examples of such laws are:

- The *Family Law Act 1975* (Cth) enables certain persons to request information about your interest in a superannuation fund;
- There are disclosure obligations to third parties under the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006*.

## INFORMATION REQUIRED BY LAW

ANZ may be required by relevant laws to collect certain information from you. Details of these laws and why they require us to collect this information are contained in our Privacy Policy at [anz.com/privacy](http://anz.com/privacy)

## LIFE RISK - SENSITIVE INFORMATION

For life risk products, where applicable, we may collect health information with your consent. Your health information will only be disclosed to service providers or organisations providing medical or other services for the purpose of underwriting, assessing the application or assessing any claim.

## PRIVACY CONSENT

We and other members of the ANZ Group may send you information about our financial products and services from time to time. ANZ may also disclose your information to its related companies or alliance partners to enable them or ANZ to tell you about a product or service offered by them or a third party with whom they have an arrangement.

You may elect not to receive such information at any time by contacting Customer Services.

Where you wish to authorise any other parties to act on your behalf, to receive information and/or undertake transactions, please notify us in writing.

If you give us or ANZ personal information about someone else, please show them a copy of this document so that they may understand the manner in which their personal information may be used or disclosed by us or ANZ in connection with your dealings with us or ANZ.

## PRIVACY POLICY

Our Privacy Policy contains information about:

- when we or ANZ may collect information from a third party;
- how you may access and seek correction of the personal information we hold about you; and
- how you can raise concerns that we or ANZ has breached the Privacy Act or an applicable code and how we and/or ANZ will deal with those matters.

You can contact us about your information or any other privacy matter as follows:

ANZ  
GPO Box 5107  
Phone 13 47 43  
Email: [employersuper@anz.com](mailto:employersuper@anz.com)

We may charge you a reasonable fee for this.

If any of your personal information is incorrect or has changed, please let us know by contacting Customer Services.

More information can be found in our Privacy Policy which can be obtained from our website at [anz.com/privacy](http://anz.com/privacy)

## OVERSEAS RECIPIENTS

We or ANZ may disclose information to recipients (including service providers and related companies) which are (1) located outside Australia, and/or (2) not established in or do not carry on business in Australia.

You can find details about the location of these recipients in our Privacy Policy at [anz.com/privacy](http://anz.com/privacy)

## TERMINATING YOUR ACCESS TO EASYTRANSACTION AND THE SUPER CLEARING SERVICE

You can cancel your access to EasyTransact and the Super Clearing Service at any time by advising us in writing.

We will complete any instructions we hold at the time of your cancellation, including transferring money to your employer plan or to Choice funds.

We can also revoke access to EasyTransact and the Super Clearing Service without notice if you breach these terms and conditions. In all other circumstances, we will provide you with 30 days' prior notice before revoking your access.

## CHANGES TO THE TERMS AND CONDITIONS

We may change any of the terms and conditions contained in this PDS at any time (including in relation to the EasyTransact site, its attributes or functionality). If any law regulates the change, we will only make the change to the extent permitted by, and subject to, the requirements of that law.

You agree that we can give notice of changes to these terms and conditions in writing, electronically (including by posting the changes on our website) or in any other way permitted by law.

For changes to fees, we will provide you with 30 days' prior notice (refer to 'Fees' on page 9 for more information).

## HOW TO OBTAIN UP-TO-DATE INFORMATION

Information in the PDS is subject to change from time to time and may be updated by us. If the change is not materially adverse, we will notify you of such changes via regular member communications and the ANZ website at [anz.com/corporate/products-services/](http://anz.com/corporate/products-services/) You can request a paper copy of any updated information at any time. This information will be provided free of charge by contacting Customer Services on 13 47 43.

## CUSTOMER ENQUIRIES AND CONCERNS

Our commitment to ensuring our products and services meet your expectations means we value your feedback regarding how we are performing.

Our customer service team is your first point of contact for enquiries, raising complaints or providing feedback. You can contact us directly via phone, email or in writing and we will endeavour to resolve your concerns quickly and fairly.

Phone 13 47 43 weekdays  
from 8.30am and 6.30pm (AEST)  
Email [yourfeedback@onepath.com.au](mailto:yourfeedback@onepath.com.au)  
Address Wealth Complaints Resolution Centre  
GPO Box 5306  
Sydney NSW 2001

## ESCALATING YOUR COMPLAINT

If you are not satisfied with the response to your complaint or feedback, your complaint will be escalated to our Wealth Complaints Resolution Centre. Our specialists will work closely with you to resolve any complaint you may have quickly and amicably.

## FINANCIAL SERVICES DISPUTE RESOLUTION SCHEME

If you are not satisfied with the outcome of your complaint, you can contact the Financial Ombudsman Service Australia (FOS) or Superannuation Complaints Tribunal (SCT), which is a free dispute resolution service external to ANZ.

There are time limits for lodging a dispute. In most cases, you have two years to lodge a dispute with FOS from the date of our final response. Please note that before FOS or SCT can investigate your complaint, they generally require you to have first provided us with the opportunity to address the complaint.

### Financial Ombudsman Service Australia Ltd (FOS)

Phone 1800 367 287, weekdays 9am - 5pm  
(Melbourne time)  
Email [info@fos.org.au](mailto:info@fos.org.au)  
Fax Fax: +61 3 9613 6399  
Mail GPO Box 3, Melbourne VIC 3001  
Website [www.fos.org.au](http://www.fos.org.au)

### Superannuation Complaints Tribunal (SCT)

Phone 1300 884 114, weekdays 9am - 5pm  
(Melbourne time)  
Email [info@sct.gov.au](mailto:info@sct.gov.au)  
Fax + 61 3 8635 5588  
Mail Locked Bag 3060, Melbourne VIC 3001  
Website [sct.gov.au](http://sct.gov.au)

## DEFINITIONS

### **Authorised officer**

Any employee or agent authorised by you to access EasyTransact.

### **Biller Code**

The number provided to you online after each contribution. You will need to quote this number to your financial institution when transacting with BPAY®.

### **BPAY®**

A feature of phone and internet banking used to pay regular bills. Your business does not need to register with a Biller Code. OnePath has already been allocated unique Biller Codes. Please ensure you contact your financial institution to confirm if your account can use the BPAY® function.

### **Business day**

A day that is not a Saturday, Sunday, bank or public holiday in New South Wales.

### **Choice Clearing Agency**

The agency we have chosen to distribute contribution monies and details accordingly to Choice funds. This service is provided by SuperChoice Services Pty Limited (ABN 78 109 509 739), Authorised Representative of Payclear Services Pty Limited (ABN 93 124 852 320, AFSL 314357). We reserve the right to change the Choice Clearing Agency used by the Super Clearing Service.

### **Choice fund**

A superannuation fund (other than your employer plan) that has been chosen by an employee under Choice of Superannuation Fund rules.

### **Clearing Service Bank Account**

The account where your payments destined for Choice funds are temporarily held. This account is operated by OnePath Life Limited (ABN 33 009 657 176, AFSL 238341) (User ID number 180302).

### **Contribution batch**

A data file prepared using EasyTransact.

### **Customer Reference Number (CRN)**

The reference number provided to you by us which is required when you make a BPAY® payment. This number is specific to your employer super plan.

### **Cut-off time**

The time beyond which payments/transfers will no longer be accepted for that business day. This time is set by your financial institution.

### **EFT**

Electronic Funds Transfer.

### **EasyTransact**

OnePath's internet-based electronic superannuation administration and contribution processing facility.

### **Financial institution**

The financial institution holding the bank account nominated by you for the purposes of EasyTransact.

### **Member(s)**

Member(s) of an employer super product.

### **OnePath Life Limited**

OnePath Life Limited is the administrator of the Super Clearing Service offered via EasyTransact and provides these services to OnePath Custodians Pty Limited.

### **Password**

The code provided to you by us used in conjunction with your user ID.

### **Settlement Bank Account**

The account where direct credit payments for both plan contributions and contributions to all Choice funds are temporarily held until reconciled to a contribution batch. This account is operated by OnePath Life Limited (ABN 33 009 657 176, AFSL 238341) (User ID: 319040).

**Superannuation guarantee (SG) contribution charge**

A charge incurred by employers who fail to make the required superannuation guarantee contributions required by law.

**Superannuation guarantee (SG) contributions**

The superannuation contributions an employer is required to pay by law on behalf of all eligible employees.

**User ID**

The identification code provided to you by us which, when combined with your password, enables you to access EasyTransact.

**You**

A participating employer of the employer product enrolled as an EasyTransact user.

## Customer Services

 13 47 43 weekdays between 8.30am and 6.30pm (AEST)

 employersuper@anz.com

 [anz.com/corporate/products-services/](https://anz.com/corporate/products-services/)