

ANZ Internet Banking Terms and Conditions

Effective March 2009

(China, Hong Kong, Japan, Philippines, Singapore and Taiwan Edition)

1. ANZ Internet Banking General Terms and Conditions

1.1 Introduction

1.1.1 About the ANZ Internet Banking Terms and Conditions

These terms and conditions apply to your use of the ANZ Internet Banking service (the “**Terms and Conditions**”). It is important that you read these Terms and Conditions before you use ANZ Internet Banking. If you do not understand, or are unsure about any aspect of these Terms and Conditions, do not hesitate to ask ANZ to clarify the matter for you.

These Terms and Conditions apply together with any terms and conditions applicable to the Account(s) which you have nominated to be linked on ANZ Internet Banking. Your Account terms and conditions are available upon request at your ANZ branch. Depending on where your Prime Account is opened and held with ANZ, other ANZ Internet Banking Country Specific Terms and Conditions in section 2 of this document may also apply.

Unless otherwise specified, if there is an inconsistency between these Terms and Conditions and the terms and conditions applicable to the Account(s) which you have nominated to be linked on ANZ Internet Banking, these Terms and Conditions will prevail for all transactions using the ANZ Internet Banking service. In addition to these Terms and Conditions, other terms and conditions, including those implied by law apply.

1.1.2 Availability of ANZ Internet Banking in your jurisdiction

ANZ's provision of ANZ Internet Banking in the jurisdictions specified at the beginning of this document is subject to regulatory approval. As such at the time of your registration to the service, ANZ Internet Banking may not be available in all of those jurisdictions and you may not be able to link your Account(s) opened and held with ANZ in those jurisdictions on ANZ Internet Banking. ANZ will notify you as and when ANZ Internet Banking is available in the relevant jurisdiction(s) when regulatory approval has been granted to ANZ. Please contact your ANZ branch for further information.

1.1.3 When these ANZ Internet Banking Terms and Conditions apply

ANZ will notify you in writing of the date in which each of your nominated Account(s) has been successfully linked on ANZ Internet Banking. You agree that on and from that date, transactions conducted on your linked Account(s) through ANZ Internet Banking will be subject to these Terms and Conditions.

1.1.4 Acceptance of these Terms and Conditions

By ticking the “I accept to be bound to the ANZ Internet Banking Terms and Conditions” box and clicking the “Accept” button on the ANZ Internet Banking Web Site, you acknowledge that you have read, understood and agree to be bound by these Terms and Conditions. Where ANZ requires you to use a Security Device, you will also be bound by these Terms and Conditions in this document relating to the use of a Security Device.

1.2 Definitions

In these Terms and Conditions, the following definitions apply unless otherwise stated:

Account(s) means all bank accounts, including the Prime Account, held with ANZ, which are able to be linked on ANZ Internet Banking, and which the Account Holder has nominated to be linked on ANZ Internet Banking.

Account Holder means the person or entity in whose name the Account has been opened and who is responsible for the Account under the relevant Account authority.

Account Signatory means the person or persons who is authorised to operate the Account Holder's Account(s) with ANZ under the relevant Account authority.



ANZ means Australia and New Zealand Banking Group Limited ABN 11 005 357 522 operating in the jurisdiction where your Account is opened and held, namely either in China, Hong Kong, Japan, Philippines, Singapore or Taiwan.

ANZ Business Day is any day excluding public holidays or any day on which ANZ is not open for business in at least one of its branches in the relevant jurisdiction where your Account is opened and held with ANZ.

ANZ Internet Banking means banking services in respect of Account(s) provided by ANZ via the Internet and accessible at the URL address of the jurisdiction which your Prime Account is opened and held with ANZ, as listed at the end of this document.

Apply for a Term Deposit Request means the function available through ANZ Internet Banking for personal Account Holders through which you can submit an application for an ANZ Term Deposit Account to be opened with ANZ in the jurisdiction where your Funding Account is domiciled, being the nominated ANZ Account through which your original investment amount for the ANZ Term Deposit will be debited from if your request is approved by ANZ.

Authorised User for the purposes of ANZ Internet Banking means a person or persons authorised by the Account Holder to access the Account Holder's nominated linked Accounts through ANZ Internet Banking in accordance with clause 1.5.1.

Force Majeure means any act of nature, war, riot, sabotage, revolution, or any other unlawful act against public order or authority, an industrial or labour dispute, a governmental restraint, civil unrest, power shortages or power failure, sudden or unexpected system failure, or any other event or cause which is not within the reasonable control of ANZ or you.

Funding Account (or From Account) means the Account which you have nominated for funds to be debited for transactions conducted through ANZ Internet Banking.

Funds Transfer Between My Accounts means the function available through ANZ Internet Banking through which transfer of funds can be made between your eligible nominated linked Account(s) opened and held with ANZ in the same jurisdiction and in the same currency, including transfer of funds to your nominated linked ANZ credit card Account (where applicable).

International Transfer Request means the function available through ANZ Internet Banking through which you may lodge instructions to ANZ to transfer funds in local or foreign currency from eligible nominated linked Account(s) opened and held with ANZ to third parties' account(s) held at local licensed financial institutions or financial institutions outside the jurisdiction in which you are domiciled, which will accept such transfers.

Law means any law, legislation, regulation, proclamation, ordinance, by law, rule, instrument, official directive, ruling, code of practice, code of conduct or prudential requirement in force in the jurisdiction where your Account is opened and held with ANZ.

Local Transfer Request means the function available through ANZ Internet Banking (excluding Accounts held and opened with ANZ in Taiwan and Japan) through which you may lodge instructions to ANZ to transfer funds in local currency from eligible nominated linked Account(s) opened and held with ANZ to third parties' account(s) held at local licensed financial institutions in the same jurisdiction, which will accept such inter-bank transfers.

Maintain Your Term Deposits Request means the function available through ANZ Internet Banking for Account Holders through which you can lodge instructions to ANZ to maintain and terminate your existing ANZ Term Deposit Account opened and held with ANZ. Accounts opened and held with ANZ in Japan may not be terminated through lodging a Maintain Your Term Deposits Requests through ANZ Internet Banking.

Non Value Access means where the Account Holder and/or an Authorised User is able to only view the information about the Account Holder's nominated linked Account(s) through ANZ Internet Banking.

Password means a sequence of a minimum of 8 and a maximum of 16 characters (consisting of both alpha and numeric) to access ANZ Internet Banking and includes the password first issued by ANZ to you to access ANZ Internet Banking.

Prime Account means the Account nominated by the Account Holder as the primary linked Account for the purposes of ANZ Internet Banking

Security Device is a physical device which generates random numbers issued to you by ANZ, if required, which must be used together with your User ID and Password to access ANZ Internet Banking (where applicable).



Security Device Code means a number generated by a Security Device or a substituted temporary device code provided by ANZ (where applicable).

User ID is the first eight digit number issued by ANZ to you, and includes the number customised by you through ANZ Internet Banking consisting of minimum of 9 and a maximum of 32 characters which enables ANZ to identify you when you access ANZ Internet Banking.

Value Access means where:

- (a) an Account Holder can fully operate and transact on the nominated ANZ account on ANZ Internet Banking; or
- (b) an Authorised User has been authorised by the Account Holder to operate on the Account Holder's nominated linked Account(s) through ANZ Internet Banking subject to multiple authorisation requirements nominated by the Account Holder for authorisation of transactions and the function level assigned to the Authorised User by the Account Holder in accordance with clause 1.5.1(2).

You means, unless the context requires otherwise, means the Account Holder and each Authorised User ("your" has a corresponding meaning).

1.3 Initial Access to ANZ Internet Banking

Unless otherwise noted in the ANZ Internet Banking Country Specific Terms and Conditions in Section 2 of this document, you can access ANZ Internet Banking using the User ID and temporary Password issued to you by ANZ following registration. When you first access ANZ Internet Banking, you will be required to accept the ANZ Internet Banking Terms and Conditions, change the temporary Password and select a new Password comprising of both alpha and numeric characters with a minimum of 8 and a maximum of 16 characters long.

1.4 Nominated Accounts

1.4.1. General

ANZ Internet Banking is only available on Accounts which you nominate to be linked and which are available for access on ANZ Internet Banking.

Account(s) opened and held with ANZ in the following jurisdictions, namely China, Hong Kong, Japan, Philippines, Singapore and Taiwan may be linked together on ANZ Internet Banking, unless:

- (a) this is prohibited by Law;
- (b) ANZ, at its sole discretion, restricts or does not approve the Accounts you have nominated to be linked on ANZ Internet Banking; or
- (c) at the time of your registration to ANZ Internet Banking, ANZ Internet Banking is not available in the jurisdiction in which your Account(s) is opened and held with ANZ as it is subject to regulatory approval;

in which case ANZ will notify you of such restriction or non approval and when the nominated Account(s) has been successfully linked on ANZ Internet Banking.

ANZ may also restrict your use of ANZ Internet Banking on a nominated linked Account. For instance, ANZ may limit the amount of any type of transaction on a nominated linked Account.

Subject to the other terms and conditions set out in the ANZ Internet Banking Country Specific Terms and Conditions which may also apply depending on where your Prime Account is opened and held with ANZ, you must also nominate one (1) of the nominated Account(s) linked on ANZ Internet Banking as the Prime Account.

1.4.2. Joint Personal Accounts

Where the Account Holder is an individual, and the Account(s) nominated to be linked on ANZ Internet Banking is held jointly with one or more persons and are not single signing authority, the Account Holder will be granted with only Non Value Access to those Account(s) on ANZ Internet Banking.

1.5 Authorised User(s)

This clause 1.5 only applies to where the Account Holder is an entity, and has nominated another person or persons as an Authorised User.

All Authorised Users must comply with the Law and ANZ's customer identification requirements, except where an Authorised User has been nominated as a Business Operator as referred to in clause 1.5.1(3).



1.5.1 Nomination

- (1) Each Authorised User will be assigned by the Account Holder with either Non Value Access or Value Access for each nominated linked Account on ANZ Internet Banking (the “**Access Levels**”). The Access Levels assigned is subject to approval by ANZ and any requirements and restrictions set out in the relevant Account authority.
- (2) An Account Holder may appoint an Authorised user as an Authorised Signatory, Business Administrator or Business Operator (the “**Function Levels**”), and subject to the Access Levels assigned to the Authorised User for the particular nominated linked Account in accordance with clause 1.5.1(1), these Authorised Users will be able to perform the following functions through ANZ Internet Banking:
 - (a) **Authorised Signatory (Level 1)**: can view, initiate and authorise transactions through ANZ Internet Banking;
 - (b) **Authorised Signatory (Level 2)**: can view and authorise transactions ANZ through ANZ Internet Banking;
 - (c) **Business Administrator (Level 1)**: can set up Business Operators, view, initiate and authorise transactions through ANZ Internet Banking;
 - (d) **Business Administrator (Level 2)**: can set up Business Operators, view and initiate transactions through ANZ Internet Banking; or
 - (e) **Business Administrator (Level 3)**: can set up Business Operators and view transactions through ANZ Internet Banking.
- (3) Business Operators are individuals appointed and maintained by Business Administrators through ANZ Internet Banking, and therefore are not recorded on the relevant Account authority or the registration of ANZ Internet Banking form. Business Operators are permitted to view transactions or view and initiate transactions on the Account Holder's nominated linked Account(s) through ANZ Internet Banking only and not through any other means. ANZ accepts no liability or responsibility for any functions conducted or transactions initiated by a Business Operator through ANZ Internet Banking.
- (4) Where an Authorised User (excluding Business Operators) is granted Value Access to the Account Holder's nominated Account on ANZ Internet Banking, he/she must be an Account Signatory for that particular nominated linked Account and will be subject to limits that are applicable for transactions initiated and/or authorised through ANZ Internet Banking under clause 1.6.
- (5) For the avoidance of any doubt, the Access Level, the Function Level and any limits pursuant to clause 1.6 which may apply for transactions initiated and/or authorised by an Authorised User through ANZ Internet Banking is applicable for the Authorised User's use and operation of ANZ Internet Banking only and may differ from the level of authority granted to that person for functions and/or transactions conducted outside ANZ Internet Banking.

1.5.2 User ID and Passwords for Authorised Users

Unless otherwise noted in the ANZ Internet Banking Country Specific Terms and Conditions in section 2 of this document, Authorised Users will be issued with their own User ID and temporary Password. When the Authorised User first accesses ANZ Internet Banking, the Authorised User must use their User ID and temporary Password and will then be required to accept the ANZ Internet Banking Terms and Conditions, change the temporary Password and select a new Password of his/her choice comprising of both alpha and numeric characters between 8 to 16 characters long.

1.5.3 Responsibility of Authorised Users

The Account Holder is responsible for the operation of the Account Holder's nominated linked Account(s) through ANZ Internet Banking by each Authorised User in accordance with the Authorised User's assigned Access Level, Function Level and any limits pursuant to clause 1.6 which may apply, including proper use and storage of the Authorised User's User ID, Password, Security Device and Security Device Code (where required by ANZ). ANZ accepts no liability for any errors or losses suffered by the Account Holder if an Authorised User acts outside the Authorised User's assigned Access Level, Function Level and any limits that may apply on ANZ Internet Banking. The Account Holder is also responsible for ensuring that each Authorised User complies with all obligations and responsibilities imposed on the Account Holder and the Authorised User under these Terms and Conditions.

The Account Holder may cancel or change an Authorised User's nomination, including the Authorised User's Access Level and Function Level by sending a written request to an ANZ branch. ANZ may take several ANZ Business Days to process this request. If an Authorised User is a Business Administrator,



he/she may cancel the Business Operator's use of ANZ Internet Banking at any time through ANZ Internet Banking.

It is the responsibility of the Account Holder to ensure that ANZ is informed immediately in writing whenever there is a change to the Authorised Users, including the Authorised User's assigned Access Level and Function Level. ANZ will not be responsible for any errors or losses associated with such changes where ANZ has not received prior written notice.

1.6 Limits

Unless the Account Holder has made subsequent arrangements with ANZ for an increased or decreased limit, all transactions conducted through ANZ Internet Banking is subject to:

- (a) a Daily Limit being the maximum daily cumulative amount for all transactions initiated through ANZ Internet Banking, excluding Funds Transfers Between My Accounts transactions. The Daily Limit is applicable for all Account Holders (individuals and entities) registered for ANZ Internet Banking;
- (b) an Account Limit being the maximum daily cumulative amount for all transactions initiated through ANZ Internet Banking, excluding Funds Transfers Between My Accounts transactions, and is only applicable if the Account Holder registered for ANZ Internet Banking is an entity; and
- (c) an Authorisation Limit being the maximum limit that an Authorised User may authorise per transaction through ANZ Internet Banking and is only applicable if the Account Holder registered for ANZ Internet Banking is an entity;

as agreed between the Account Holder and ANZ upon registration of ANZ Internet Banking subject to any transfer limit imposed by Law.

The above limits which apply for ANZ Internet Banking may be different, but must always be equal to or less than, the limits provided for each Account authority held by ANZ. Where ANZ Accounts held and opened with ANZ in different jurisdictions and linked to a single User ID, the lowest limit recorded in the Account authority held with ANZ shall apply.

To the extent permitted by Law, ANZ may change or impose limits on the amount of funds that will be available through ANZ Internet Banking over any specified period of time for transactions.

1.7 Instructions conducted through ANZ Internet Banking

1.7.1 Instructions

Provided that there are sufficient funds in the Account Holder's nominated linked Account(s) and subject to any exclusions, ANZ Internet Banking will allow you to conduct a:

- (a) Funds Transfer Between My Accounts;
- (b) Local Transfer Request;
- (c) International Transfer Request;
- (d) Apply for a Term Deposit Request; and
- (e) Maintain your Term Deposits Requests.

(collectively referred to as "**Instructions**")

Other restrictions may also apply as required by Law or in accordance with ANZ's policies, in which case ANZ will notify you of such restriction.

You agree that the effect of your Instructions and ANZ's response or notification given through ANZ Internet Banking shall have the same effect as if given in writing.

1.7.2 Processing

Subject to clauses 1.7.3 and 1.8, ANZ will generally process a:

- (a) Funds Transfer between My Account instruction on the same day the instruction is received by ANZ: or
- (b) Local Transfer Request, International Transfer Request, Apply for a Term Deposit Request or Maintain your Term Deposits Request within the processing times and in accordance with the requirements;

stipulated by ANZ in the jurisdiction where your Funding Account or your ANZ Term Deposit Account is opened and held.



1.7.3 Currency

Any deposit into or withdrawal from your Account through ANZ Internet Banking in a currency other than the currency in which your Account is denominated will be subject to:

- (a) foreign exchange control regulations and restrictions/requirements as applicable under local Law, in which case ANZ will notify you of such restriction/requirements. You may also contact your ANZ branch for further information; and
- (b) exchange rates applicable to the currency of the transaction involved on the day of the transaction is processed. ANZ will determine the exchange rates to convert the foreign currency amounts to the equivalent amounts in a different foreign currency or the local currency of the jurisdiction where your Account is opened and held with ANZ depending on the transaction in question in accordance with ANZ's standard procedures for currency conversion.

You agree that by applying for an ANZ Term Deposit denominated in a foreign currency and if your application is approved by ANZ:

- (a) ANZ assumes no liability for:
 - any reduction in the value of funds in your ANZ Term Deposit for any reason whatsoever, whether due to fluctuation in interest rates, exchange rates, taxes or depreciation; or
 - the unavailability of such funds on maturity due to restrictions on convertibility, requisition, involuntary transfers, suspension, exchange control regulations, restrictions of any character, exercise of government or regulatory powers, war strikes or any other causes beyond ANZ's control whether in the jurisdiction which you have opened an ANZ Term Deposit or elsewhere;
- (b) If the country of origin of any currency restricts the availability, credit or transfers of any funds in that currency, ANZ will have no obligation to pay, from any of your Account such funds in that currency. ANZ may, in its discretion, discharge its obligations with respect to such funds by paying you at any time (whether before or after maturity) such funds in any other currency at any exchange rate and in any manner determined by ANZ. You agree that any such payment shall constitute good, valid and complete discharge of ANZ's obligations to the Account Holder with respect to such funds.

1.7.4 Additional Requirements

ANZ may require additional supporting information or confirmation details prior to processing your Instructions.

1.7.5 Transaction Reference

ANZ will issue a transaction reference to you or an Authorised User (as the case may be) upon receipt of a Funds Transfer Between My Accounts instruction, Local Transfer Request, International Transfer Request, Apply for a Term Deposit Request or Maintain Your Term Deposits Request on ANZ Internet Banking.

1.8 Processing Instructions - General

You must provide the information requested by ANZ to process your Instructions conducted through ANZ Internet Banking. Your Instruction will not be processed if:

- (a) all necessary information is not provided;
- (b) multiple authorisation has not occurred where the Account Holder has elected to make access subject to multiple authorisation requirements;
- (c) there are insufficient available funds in your nominated Funding Account; or
- (d) ANZ is (for whatever reason) restricted or prohibited by Law from permitting the payment to occur.

ANZ is under no obligation to accept any Instructions and may, in its absolute discretion, accept or act on (or decline to accept or act on) any Instruction conducted through ANZ Internet Banking. ANZ may also delay acting on an Instruction or may ask the Account Holder or an Authorised User for further information before acting on an Instruction. You may view the status of your Instructions through ANZ Internet Banking or by contacting the ANZ Internet Banking Support Centre.

ANZ is not required to, and does not, check that the details provided by the Account Holder or an Authorised User on ANZ Internet Banking are correct. Any error in entering these details may result in funds transferred to an incorrect Account or for an incorrect amount and currency or the Instruction not



being made at all. ANZ is not responsible for any inaccuracy in Instructions given by the Account Holder or an Authorised User or liable to the Account Holder for any loss arising from such inaccuracy in Instructions.

When ANZ has Instructions for more than one transfer from the Account Holder's nominated linked Account(s) conducted through ANZ Internet Banking, ANZ will, at its sole discretion, determine the order of priority in which transfers are made.

Any Instruction given by the Account Holder or an Authorised User through ANZ Internet Banking cannot be cancelled, altered or changed once ANZ has issued a reference number.

The Account Holder authorises ANZ to act on and process any Instruction the Account Holder or an Authorised User give or transmit through ANZ Internet Banking using their User ID, Password, Security Device and Security Device Code (where required by ANZ) without ANZ further seeking confirmation from or giving notice to the Account Holder.

ANZ may, at its sole discretion, from time to time for verification purposes confirm your instructions by telephone prior to processing any Instruction.

Except as stated otherwise in these Terms and Conditions, the Account Holder is responsible to ANZ for, and agrees to indemnify ANZ against, all liabilities incurred as a result of:

- (a) ANZ accepting or acting on any Instruction in accordance with these Terms and Conditions;
- (b) the invalidity or alleged invalidity of any Instruction or the transactions constituted;
- (c) ANZ declining to act on or accept an Instruction in accordance with these Terms and Conditions; or
- (d) ANZ delay in acting or accepting an Instruction in accordance with these Terms and Conditions.

1.9 Account Information

Any balance for a nominated linked Account which you obtain through ANZ Internet Banking will be the current balance as at the time you make the enquiry.

When you obtain an account balance, the maximum amount which you can withdraw from the nominated linked Account will also be displayed. This maximum amount will generally reflect:

- (a) any credit limit on the Account;
- (b) any funds transferred using ANZ Internet Banking on that ANZ Business Day;
- (c) any regular credit; and
- (d) any deposits or withdrawals made at a branch of ANZ on that ANZ Business Day.

You may also search and view all transactions conducted on your nominated linked Account(s) (up to the last 365 days) on ANZ Internet Banking. You may also download these transaction details from the results displayed to either Microsoft Excel or other spreadsheet programs in a Comma-Separated Value (CSV) format.

1.10 Adding a Description to an Account

You may add a description of your choice to the Account(s) that the Account Holder has nominated to be linked on ANZ Internet Banking. Adding a description to an Account will change the description name of the Account as it appears on ANZ Internet Banking only for nominated linked Accounts linked to your User ID. It will not change the official records of ANZ or the description name of the Accounts of other users using other User IDs to access the nominated linked Account(s) on ANZ Internet Banking. Adding a description to an Account on ANZ Internet Banking is for your convenience only. ANZ will not be responsible or liable for receiving deposits to any Account on the basis that they are to be reserved or applied for any particular purpose simply because you have chosen to add a description to the Account for the purposes of ANZ Internet Banking only. All deposits, which are made to your Account(s) will be dealt with in the ordinary course of business.

1.11 Customising your User ID

You may customise your User ID used to access ANZ Internet Banking, which must be a minimum of 9 and a maximum of 32 characters long. Customising your User ID is for your convenience only, and will change the official User ID which ANZ first issued to you to enable ANZ to identify you when you access ANZ Internet Banking.



ANZ reserves the right to reject a customised User ID which may be deemed offensive or inappropriate.

1.12 Security Device Validity

Your Security Device (if required by ANZ) remains ANZ's property at all times. The Security Device must be activated in the manner specified by ANZ. The Account Holder must ensure that the Account Holder and its Authorised Users return the Security Device to ANZ immediately if requested by ANZ, including if the relevant Security Device is deregistered. If ANZ Internet Banking access is cancelled, or if ANZ cancels your right to use the Security Device, you must post the Security Device to your ANZ branch.

If your Security Device is lost or stolen, you may contact ANZ to obtain a "once-only" code as a substitute to the numbers generated by your Security Device, to enable you to log onto ANZ Internet Banking. This temporary code is only valid once-only to logon and use ANZ Internet Banking during the established session on ANZ Internet Banking.

To register to use a Security Device for logging onto ANZ Internet Banking, contact the ANZ Internet Banking Support Centre on the details set out at the end of this document.

1.13 Cancellation or Suspension of Password, User ID, Security Device, or Electronic Access

ANZ may cancel or suspend any Security Device, Password, User ID or electronic access:

(a) without prior notice (unless prohibited by Law) if:

- ANZ suspects the Account Holder or Authorised Users of being fraudulent or engaging in inappropriate behaviour;
- ANZ believes that use of the Account Holder or Authorised Users' Security Device, User ID or electronic access may cause loss to the Account Holder or to ANZ;
- the Account is an inactive Account;
- all the Accounts which the Security Device or User ID relates to have been closed;
- the Account has been overdrawn, or the Account Holder has exceeded its agreed credit limit with ANZ;
- ANZ's systems or equipment malfunction or are otherwise unavailable for use;
- ANZ believes that the security of the Account Holder or Authorised User's electronic access or ANZ's systems and equipment may have been compromised;
- the Password or Security Device Code has been entered incorrectly three (3) times;
- ANZ is required to do so by Law.

The Account Holder may cancel a Security Device at any time by contacting the ANZ Internet Banking Support Centre on the details set out at the end of this document.

The Security Device must then be immediately returned to ANZ by posting it your ANZ branch.

1.14 Password, User ID and Security Device Security

You must keep your Password and Security Device and Security Device Codes secure. Failure to do so may increase the Account Holder's liability for any loss.

You must:

- not disclose your Password to any person;
- not allow any person access to your Security Device or any Security Device Code;
- not allow any other person to see you entering your Password or Security Device Code;
- not record your Password on your Security Device or any article carried with or placed near Security Device that is liable to loss, theft or abuse at the same time as your Security Device;
- destroy original printed copies which records your User ID;
- not choose a Password that is easily identified with you for example your birth date, car registration, telephone number or your name; and
- not use the same Password for any other purpose other than ANZ Internet Banking.



You must comply with the security guidelines issued by ANZ (as amended from time to time) when you use ANZ Internet Banking.

ANZ encourages you to change your Password on a regular basis. To change your Password, you can either follow the instructions outlined in the "My Profile" function on ANZ Internet Banking Profile tab or contact the ANZ Internet Banking Support Centre on the details set out at the end of this document.

1.15 Unauthorised Transactions

Unless otherwise noted in section 2 of the ANZ Internet Banking Specific Terms and Conditions, this clause 1.15 sets out the parties liability for unauthorised transactions conducted through ANZ Internet Banking.

1.15.1 When ANZ is Liable

ANZ will be liable for actual losses incurred by the Account Holder that:

- (a) are caused by the fraudulent or negligent conduct of ANZ's employees or agents;
- (b) related to faults that occur in the ANZ Internet Banking system, unless the faults are obvious or advised by message or notice on display;
- (c) arise from transactions that require the use of any Password or Security Device that occur before you have received or selected the Password or Security (including a reissued Password or Security Device);
- (d) result from an unauthorised transaction that occurs after you have notified ANZ that any Security Device has been misused, lost or stolen or that the security of your Password, Security Device or a Security Device Code has been breached;
- (e) result from the same transaction being incorrectly debited more than once to the same account;
- (f) result from an unauthorised transaction if it is clear that you have not contributed to the losses.

1.15.2 When the Account Holder is Liable

In addition to any liability set out in your Account terms and except as set out in these Terms and Conditions or in section 2 of the ANZ Internet Banking Specific Terms and Conditions, the Account Holder is liable for any actual loss of funds or any interception of information through any unauthorised access to the Account Holder's Account(s) if the Account Holder or an Authorised User contributed to the unauthorised access:

- (a) through your fraud or negligence;
- (b) by voluntarily disclosing a Password or Security Device Code to anyone, or by giving your Security Device to anyone including a family member or friend;
- (c) by keeping a record of the Password or Security Device Code (without making any reasonable attempt to disguise it);
 - on the Security Device or with the User ID;
 - on any article carried with the Security Device or the User ID; or
 - which may be lost or stolen at the same time as the Security Device or User ID;
- (d) by not destroying original printed copies which records your User ID;
- (e) by choosing a Password that is easily identified with you, such as your birth date, car registration, telephone number or your name;
- (f) by using the same Password for other purposes, including ANZ Internet Banking;
- (g) by otherwise acting with extreme carelessness in failing to protect the security of your Password, User ID, Security Device or a Security Device Code and failing to comply with ANZ's security guidelines.

If, after you become aware of the loss, theft or breach of the security or your Password, Security Device or Security Device Code, you unreasonably delay notifying ANZ, the Account Holder will liable for the actual losses incurred between:

- (a) the time you first became aware of any of the events described above, or in the case of loss or theft of a Security Device, should reasonably have become aware of the loss or theft; and



- (b) the time ANZ is actually notified of the relevant event.

However, the Account Holder will not be liable for the actual loss:

- (a) incurred on any one day which is more than the applicable daily transaction limit (if any);
- (b) which exceeds the balance of the relevant Account(s), including any agreed credit limit;
- (c) where ANZ has agreed that the Account could not be accessed through ANZ Internet Banking; or
- (d) as a result of conduct that ANZ expressly authorised you to engage in, or losses incurred as a result of you disclosing, recording or storing a Password or Security Device Code in a way that is required or recommended by ANZ for the purposes of you using an Account access service expressly or impliedly promoted, endorsed or authorised by ANZ.

If it is not clear whether you have contributed to the loss caused by an unauthorised transaction and where a Password or Security Device Code was required to perform the unauthorised transaction, the Account Holder is liable for the least of:

- (a) the actual loss at the time ANZ is notified of the loss, theft or unauthorised use of the Security Device or that the security of the Password or Security Device Code has been breached (but not any loss incurred on any one day if the amount is greater than the daily transaction limit (if any)); or
- (b) the balance of the Account, including any prearranged credit from which value was transferred in the unauthorised transaction.

1.16 Equipment Malfunction

ANZ does not represent or guarantee that access to ANZ Internet Banking will be uninterrupted. You acknowledge that ANZ Internet Banking may be affected by outages, faults or delays. Such outages, faults or delays may be caused by factors including, but not limited to, technical difficulties with the performance or operation of ANZ's or another person's software, equipment or systems, traffic or technical difficulties with the Internet, or infrastructure failures such as damaged phone lines or interference with digital signals.

ANZ is responsible to the Account Holder for any loss caused by the failure of ANZ's systems and equipment to complete a transaction accepted by ANZ's systems and equipment in accordance with your instructions. However, if you were aware or should have been aware that the ANZ's systems and equipment were unavailable for use or malfunctioning, ANZ's responsibility will be limited to correcting errors in the Account and refunding any charges or fees imposed as a result.

The Account Holder is responsible for the accuracy and completeness of the content that you enter into or upload to ANZ Internet Banking. ANZ is not responsible for any inaccuracy or incompleteness in the entering or uploading of information by you. ANZ's records of the information and data that was entered or uploaded will be determinative and final.

1.17 Security of ANZ Internet Banking

ANZ's Endeavours

ANZ will use such measures as it considers reasonable to help ensure the security of ANZ Internet Banking. ANZ, or its agents, employs a range of security measures, including firewalls and data encryption (128 bit Secure Sockets Layer (SSL) protocol helps provide a secure channel for your Internet transactions).

ANZ cannot guarantee that any data transmission over the Internet is totally secure.

By applying for and using ANZ Internet Banking, you consent to the use of the data provided to ANZ for the purpose of providing the ANZ Internet Banking service and you acknowledge that the data provided to ANZ may be encrypted, transmitted and stored by ANZ or its agents (in the jurisdiction in which you are domiciled, Australia or elsewhere unless this is prohibited by Law) and that, except as otherwise provided by law, ANZ shall have no liability in respect of such data.

Your responsibility for your PC

You are solely responsible for the personal computer anti-virus and security measures for all computers used by you, and those used by any Authorised User and Operator, to help prevent unauthorised access through ANZ Internet Banking to your transactions and nominated Account(s). You are responsible, at your own cost, for ensuring that all necessary connections, such as PC equipment and software, a secure telephone line, electricity and a secure Internet Service Provider, are available to enable you to access ANZ Internet Banking.



1.18 Money Laundering Prevention

By accepting these Terms and Conditions you agree ANZ may delay, block or refuse to process any transaction without incurring any liability if ANZ suspects that:

- (a) the transaction may breach any Law of the country where your Account is opened and held with ANZ or any other country;
- (b) the transaction may directly or indirectly involve the proceeds of, or be applied for the purposes of, unlawful conduct.

You must provide all information to ANZ which ANZ reasonably requires in order to manage money-laundering or terrorism-financing risk or to comply with any Law of the country where your Account is opened and held with ANZ or any other country and you agree that ANZ may disclose any information concerning you to:

- (a) any law enforcement, regulatory agency or court where required by any such Law of the country where your Account is opened and held with ANZ or elsewhere;
- (b) any correspondent ANZ uses to make the payment for the purposes of compliance with any such Law.

Unless you have disclosed that you are acting in a trustee capacity or on behalf of another person, you warrant that you are acting in your own capacity in agreeing to these terms.

You declare, agree and undertake to ANZ that the payment of monies by ANZ in accordance with your instructions will not breach any Law of the country where your Account is opened and held with ANZ or any other jurisdiction.

1.19 Termination and Suspension

Termination of Access by the Account Holder

The Account Holder may cancel the Account Holder's access to ANZ Internet Banking (or revoke the authority of an Authorised User to access the Account Holder's Account(s) using ANZ Internet Banking) at any time by giving a written notice to your ANZ branch or completing the relevant ANZ Internet Banking form for cancellation and submitting it to your ANZ branch.

Termination or Suspension of Access

ANZ may terminate your access to ANZ Internet Banking at any time by notifying you in writing (which may include notice given to you when you log on to use ANZ Internet Banking). ANZ may also withdraw or deny access to ANZ Internet Banking or any part of it without prior notice to you for reasons of security or quality of the ANZ Internet Banking service. ANZ will not do this without good reason which could include:

- (a) ANZ suspecting you of being fraudulent or engaging in improper conduct;
- (b) ANZ suspecting that a third party has fraudulently used, or attempted to use, ANZ Internet Banking with your User ID, Password, Security Device and/or Security Device Code;
- (c) if the Account Holder files, or a creditor of the Account Holder files against the Account Holder, an application for bankruptcy, winding up or corporate reorganisation; or
- (d) as required by Law.

In the event that ANZ exercises its right contemplated in this clause, it shall not be responsible for any losses which the Account Holder may suffer or have suffered as a result.

1.20 Error or Dispute Resolution

You must retain complete records of the completed Instructions conducted through ANZ Internet Banking, and maintain the accuracy and integrity of such records. ANZ will keep records conducted through ANZ Internet Banking as required by Law and in accordance with ANZ's document retention policy.

The Account Holder must check the Account Holder's Account records carefully and promptly. If the Account Holder believes that an error has occurred in any transaction or there has been an unauthorised transaction, the Account Holder must contact the ANZ Internet Banking Support Centre or visit the Account Holder's nearest ANZ branch promptly.

To assist ANZ's investigations, the Account Holder will need to give the following information:



- the Account Holder's name, address and Account details;
- details of the transaction in question;
- the amount of the suspected error or disputed or unauthorised transaction.

ANZ may also ask the Account Holder to supply further information.

If you tell ANZ about the suspected error or disputed transaction verbally, ANZ may request that the Account Holder send ANZ details of the complaint in question in writing. However this will not delay the commencement of ANZ's investigations, provided that you have been able to give the information listed above.

If ANZ is unable to resolve a dispute immediately to your satisfaction, ANZ will provide the Account Holder with a written notice setting out the steps that will be followed by ANZ to investigate and resolve the dispute.

1.21 Fees and Charges

When you use ANZ Internet Banking to make particular transactions, ANZ may impose fees and charges. You agree to pay the fees and charges and also agree that ANZ may debit these fees and charges directly to your Funding Account or from the proceeds of the beneficiary account (where applicable). These fees and charges may be amended by ANZ from time to time. Full details of all current fees and charges are available at your nearest ANZ branch.

1.22 Variation of these Terms and Conditions, Fees and Charges

ANZ may amend these ANZ Internet Banking Terms and Conditions and the fees and charges applicable to ANZ Internet Banking, required by Law or otherwise.

ANZ may vary these Terms and Conditions and fees and charges applicable to ANZ Internet Banking at any time by giving you not less than 30 days notice of any change before it takes effect by:

- direct communication with you (for example by notice on your account statement or via online Broadcast); or
- notice displayed in any of ANZ branches or on ANZ's website;
- advertisement in major daily or national newspapers.

You will be deemed to have received the notice immediately after any such display or advertisement.

Any continued use of ANZ Internet Banking after the end of the notice period is an acceptance of the variation.

1.23 Indemnity

To the extent permitted by Law, the Account Holder agree to indemnify ANZ against any loss or damage ANZ may suffer due to any claim, demand or action of any kind brought against ANZ arising directly or indirectly because the Account Holder and/or the Authorised Users, including Business Operators:

- did not observe their obligations under these Terms and Conditions; or
- acted negligently or fraudulently in connection with these Terms and Conditions.

1.24 Governing Law

These Terms and Conditions are governed by and shall be construed in accordance with the Law in force in the jurisdiction in which your Prime Account is opened and held with ANZ. You and ANZ agree to submit to the non-exclusive jurisdiction of the courts that have jurisdiction under that Law.

1.25 Privacy and Confidentiality Disclosure

Subject to the ANZ Internet Banking Country Specific Terms and Conditions in section 2 of this document which may apply, when you deal with ANZ, ANZ is likely to collect and use some of your information, including details about your transactions, your financial conditions, your account relationship with ANZ and/or your Account(s) (herein collectively referred to as "**Information**"). ANZ explains below when and how ANZ may collect and use your Information.

Collection of your Information by ANZ

ANZ may, to the extent permitted by Law, collect your Information:



- to assist in providing information about a product or service;
- to consider your request for a product or service;
- to enable ANZ to provide a product or service;
- to tell you about other products or services that may be of interest to you;
- to perform other administrative and operational tasks (including risk management, systems development and testing, credit scoring, staff training and market or customer satisfaction research);
- to prevent or investigate any fraud or crime (or a suspected fraud or crime); and
- as required by relevant laws, regulations and external payment systems.

Absence of relevant Information

If you do not provide some or all of the information requested, ANZ may be unable to provide you with a product or service.

Disclosures by ANZ

Subject to ANZ's general duties of confidentiality towards ANZ's customers and to the extent permitted by Law, by applying for and/or continuing to use the ANZ Internet Banking service, you agree that ANZ may use and disclose your Information to:

- any branch or agent of ANZ, including ANZ's head office and its branches, agents, representative offices, regional offices or affiliates, or any related corporation of ANZ anywhere in the world ("ANZ Group Member");
- any office, branch, affiliate, subsidiary, employee or agent of an ANZ Group Member or to its auditors or legal advisers;
- credit reporting or debit collecting agencies;
- any outsourced provider, agents and contractors which ANZ or any ANZ Group Member engages to carry out or assist its banking functions and activities, including the ANZ Internet Banking service;
- regulatory bodies, government agencies, law enforcement bodies and courts;
- other parties ANZ is authorised or required by Law to disclose Information to;
- other banks and financial institutions;
- your authorised agents or your executor, administrator or legal representative;
- any person where in ANZ's view, the disclosures is necessary or desirable for the purpose of allowing ANZ to perform its duties and exercise its powers and rights under these Terms and Conditions;
- any person as ANZ shall in its absolute discretion think fit.

You further agree and acknowledge that any ANZ Group Member may, to the extent permitted by Law, transfer any of the above Information to any party to whom it is authorised to disclose the same referred to above notwithstanding that such party's principal place of business is outside the jurisdiction in which you are domiciled or that such Information will be collected, held, processed or used by such party in whole or in part outside the jurisdiction in which you are domiciled.

Accessing your Information held by ANZ

To the extent permitted by Law, you may access and request correction of your Information at any time by asking to do so at your ANZ branch.

This clause 1.25 applies in addition to any Privacy Statement which ANZ may issue to you in the jurisdiction in which your Account is opened and held with ANZ at Account Opening or notified by ANZ from time to time.

1.26 Notices and Correspondences

Correspondences, notices or other documents related to ANZ Internet Banking which ANZ must inform you in writing, ANZ will post them at the mailing address of the Prime Account nominated by you. You will be deemed to receive such correspondence or notice on the second ANZ Business Day after posting.



1.27 Inconsistency

In the event of any inconsistency between the English language and the other language of this document, the English version shall prevail to the extent of the inconsistency.

1.28 Assignment

The Account Holder may not transfer and/or assign any or all or part of its rights, benefits and/or obligations under these Terms and Conditions or any document related thereto without the prior written approval of ANZ.

ANZ may at any time transfer and/or assign any or all or part of its rights, benefits and/or obligations under these Terms and Conditions or any document related thereto to a locally incorporated subsidiary of ANZ in the jurisdiction in which ANZ operates or any of its affiliates without your consent. To facilitate such transfer and/or assignment, ANZ is authorised to disclose any relevant information to such subsidiary or affiliate and you agree to take such actions and sign such documents as ANZ may reasonably require to complete any approval, filing or registration formalities which are necessary for such transfer and/or assignment.

2. ANZ Internet Banking Country Specific Terms and Conditions

2.1 Singapore

2.1.1 Access to ANZ Internet Banking

For security purposes and as required by Law, the Account Holder and each Authorised User must use their User ID, Password and the Security Device Code issued by ANZ following registration to access ANZ Internet Banking, and for each subsequent log on. Each Authorised User will be issued with their own User ID, temporary Password and Security Device Code.

2.1.2 Prime Account

If your Account(s) opened and held with ANZ in Singapore are to be linked on ANZ Internet Banking with other Accounts opened and held with ANZ in a jurisdiction outside Singapore, you must nominate your Account held and opened with ANZ in Singapore as the Prime Account.

2.1.3 Password, User ID and Security Device for Authorised Users

Where the Account Holder is an entity and an Authorised User leaves your business, the User ID and Security Device of that Authorised User and Operator must be suspended or cancelled. The Account Holder is able to suspend any User ID or Security Device at any time by written notice given to ANZ.

2.2 Japan

2.2.1 Unauthorised Transactions

This clause 2.2.1 sets out the liability of ANZ and the Account Holder for unauthorised transactions conducted through ANZ Internet Banking, if the Account Holder is an individual and has nominated his/her Account opened and held with ANZ in Japan to be linked on ANZ Internet Banking.

- (a) The Account Holder may demand compensation from ANZ, and ANZ agrees to provide compensation to the Account Holder for the actual loss incurred by the Account Holder as a result of an unauthorised transaction conducted through ANZ Internet Banking due to the loss or theft of the Account Holder's Password provided that:
 - (i) the Account Holder immediately notifies ANZ after becoming aware of the loss or theft of the Password and the occurrence of the unauthorised transaction (the "Unauthorised Activity");
 - (ii) the Account Holder provides adequate explanation to ANZ of the Unauthorised Activity;
 - (iii) the Account Holder cooperates with ANZ in its investigation, including providing to ANZ the damage report which was registered with the police or any other evidence of the relevant event which may support ANZ in inferring the fact of the Unauthorised Activity; and
 - (iv) the Unauthorised Activity was not contributed through the Account Holder's wilful conduct or gross negligence.
- (b) If the Account Holder has contributed to the Unauthorised Activity through the Account Holder's negligence, the Account Holder's demand for compensation from ANZ shall be considered on a case



by case basis taking into consideration of the circumstances of the event. ANZ shall, at its sole discretion, determine the amount of compensation (if any) is to be paid to the Account Holder.

- (c) Notwithstanding the above provisions of clauses 2.2.1(a) and (b) hereof, ANZ shall not provide any compensation to the Account Holder if:
 - (i) the Account Holder fails to notify ANZ of the Unauthorised Activity after thirty days (30) of the event occurring;
 - (ii) the Unauthorised Activity was committed by the spouse or relative of the Account Holder;
 - (iii) the Account Holder has provided false explanations to ANZ regarding the Unauthorised Activity and the resulting loss incurred by the Account Holder; or
 - (iv) the Unauthorised Activity was caused by or incidental to a social disorder, such as a war or riot.
- (d) If compensation is made by ANZ to the Account Holder in accordance with clauses 2.2.1(a) or (b) hereof, the Account Holder agrees to release and discharge ANZ from any claim, action, suit or proceeding for damages, compensation or any other remedy that the Account Holder has or may have in the future against ANZ in respect of the Unauthorised Activity.

2.2.2 Privacy and Confidentiality Disclosure

Clause 1.25 of the ANZ Internet Banking General Terms and Conditions is subject to the ANZ Japan privacy and personal information policy (the "ANZ Japan Privacy Policy") which can be found at <http://www.anz.co.jp/anz/privacy.html>. For the avoidance of doubt, this ANZ Japan Privacy Policy is a Privacy Statement for the purposes of the last paragraph of clause 1.25.

ANZ Internet Banking Support Centre contact details

ANZ Internet Banking Support Centre

Operating hours 7am-midnight Singapore Standard Time, Monday to Friday.

Toll-free number +800 6622 3388, (call rates may apply for mobile and payphones).

International callers please dial +65 6506 1500 (international call rates may apply).