

Bonus Forward Contract.

Product Information Statement.

Issued by BankSA – A Division of Westpac Banking Corporation Australian
Financial Services Licence No. 233714 ABN 33 007 457 141

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You've got questions? We've got time to talk.

Financial Markets



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Visit banksa.com.au/accessibility for further information on our accessible products and services for people with disability.

Important information.

A Product Information Statement (**PIS**) is an information document. The purpose of a PIS is to provide you with information intended to assist you in making a decision about a product's suitability for your needs. A PIS is also a tool for comparing the features of other products you may be considering. If you have any questions about this product, please contact us on the details provided above.

You should read and consider this PIS, in its entirety, carefully and you may wish to seek independent expert advice. The information set out in this document is general in nature. It has been prepared without taking into account your objectives, financial situation or needs. Because of this you should, before acting on this information, consider whether or not this product is suitable for you, having regard to your objectives, financial situation and needs. By providing this PIS, we do not intend to provide financial advice.

If you decide to enter into this product, you should keep a copy of this PIS and any associated documentation. You should also promptly tell us if at any time you experience financial difficulties.

This PIS is issued by us and is current as at the date of this document. The information in it is subject to change. We may issue a replacement PIS, or post updated information on our website.

Nothing in this PIS is, or may be relied upon as, a representation as to the future performance of this product.

This product is available to persons who are Wholesale Clients (as defined in section 761G of the *Corporations Act 2001*) located in Australia only. Receipt of this PIS in jurisdictions outside of Australia may be restricted by local law and applications from outside Australia will not be accepted.

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Bonus Forward Contract (BFC) Summary.

Issuer	Westpac Banking Corporation (ABN 33 007 457 141 AFSL 233714).
Purpose	A BFC is a foreign exchange product designed to assist you in reducing your foreign exchange risk. It may help you to manage a currency risk you are exposed to.
Suitability	A BFC may be suitable if you have a good understanding of foreign exchange markets and have a genuine commercial need to manage currency risk associated with a particular currency pair. It should not be used for trading or speculative purposes.
Costs	There are no up-front out-of-pocket costs with a BFC. See the section titled 'What are the costs?' on page 7 for more information.
Key Benefits	<p>Protection – A BFC provides you with protection against unfavourable exchange rate movements.</p> <p>Coverage – BFCs are available for a wide range of currencies. Please contact us to confirm your desired currency is covered. Our contact details are set out on the back cover.</p> <p>Participation in favourable exchange rate movements – Potential to transact at a more favourable exchange rate than the forward exchange rate available to you on the trade date provided the market exchange rate trades within a pre-agreed band for the term of the BFC.</p> <p>Flexibility – Key variables, including the Lower Trigger Level and the Upper Trigger Level can be tailored to meet your particular needs.</p> <p>See the section titled 'Key Benefits' on page 7 for more information.</p>
Key Risks	<p>Opportunity loss – You may not receive the benefit of favourable exchange rate movements that occur. If the Global Foreign Exchange Rate trades outside a pre-agreed band you lose the right to transact at a more favourable Bonus Rate at maturity.</p> <p>Variation/Early termination – You can vary or terminate a BFC early but there may be a cost if you do so.</p> <p>No cooling-off period – There is no cooling-off period.</p> <p>Counterparty and operational risk – We have performance obligations under a BFC. You need to form a judgment of our ability to meet those obligations.</p> <p>Currency restrictions – Some currencies may be subject to legal and regulatory obligations.</p> <p>Use of agent and correspondent banks – We may use agents and correspondent banks to deliver some currencies (other than Australian dollars).</p> <p>See the section titled 'Key Risks' on page 7 and the section titled 'Can I terminate a BFC before maturity?' on page 6 for more information.</p>
Term	1 week to 2 years (longer terms may be available on request).
Minimum Transaction Amount	The minimum transaction amount is AUD 25,000 or the foreign currency equivalent.
How to Apply	Contact your existing bank representative. Alternatively, you can contact us at the details listed at the back of this PIS.

Glossary.

To help you to understand this PIS, the meanings of some words used in this PIS are set out below.

AUD means Australian dollars.

BFC and **Bonus Forward Contract** means the product the subject of this PIS.

Bonus Range means the exchange rate range you nominate, within which the market exchange rate must remain for the term of the BFC, for you to be able to trade at the Bonus Rate at maturity. The Bonus Range is defined by the Lower Trigger Level and Upper Trigger Level.

Bonus Rate means the agreed exchange rate as set out as such in the Confirmation. It is the exchange rate at which the Currency Pair will be exchanged if the Global Foreign Exchange Rate remains within the Bonus Range for the full term of the BFC.

Clear Funds means funds that are immediately available on settlement.

Confirmation means a letter confirming the terms of a particular BFC.

Contract Amount means the agreed amount as set out as such in the Confirmation. It is to be exchanged under the BFC.

Contract Rate means the agreed exchange rate at which the Currency Pair may be exchanged. The Contract Rate will always be less favourable than the Forward Exchange Rate available to you at the time you enter into the BFC.

Currency Pair means the two currencies applying in respect of a BFC. The Currency Pair must be acceptable to us.

Cut-Off Time means the time and date set out as such in the Confirmation. It is the time and date at which the outcome of the BFC will be determined.

Forward Exchange Rate means the price of one currency in terms of another currency for delivery on a specified date in the future taking into account our costs and profit margin. This is the rate that we would make available to you at the relevant time.

Global Foreign Exchange Rate means the exchange rate for the BFC Currency Pair that is based on the price of one or more actual foreign exchange transactions in the Global Market involving the Currency Pair (or cross-rates constituting the Currency Pair). This rate will be determined by us in good faith and in a commercially reasonable manner. This rate is the rate that we use to determine whether or not the exchange rate trades outside the Bonus Range.

Global Market means the global spot foreign exchange market, open continuously from 5.00am Sydney time on a Monday in any week to 5.00pm New York time of the Friday of that week.

Lower Trigger Level means the exchange rate you nominate as part of the Bonus Range, above which the market exchange rate must remain for the term of the BFC, for you to be able to trade at the Bonus Rate at maturity.

Market Foreign Exchange Rate means the price of one currency in terms of another currency for delivery on the same day after taking into account our costs and profit margin. This is the rate that we would make available to you at the relevant time.

Maturity Date means the date set out as such in the Confirmation. It is the date on which the Currency Pair will be exchanged under the BFC.

Upper Trigger Level means the exchange rate you nominate as part of the Bonus Range, below which the market exchange rate must remain for the term of the BFC, for you to be able to trade at the Bonus Rate at maturity.

USD means United States dollars.

We, our or **us** means Westpac Banking Corporation and includes us trading as St. George Bank, Bank of Melbourne and BankSA.

Westpac Group means Westpac Banking Corporation and its related bodies corporate.

You, your means the customer entering into a BFC.

Zero Cost Structure means a structure where the relevant foreign exchange rates in relation to a BFC are set so that there are no up-front out-of-pocket costs payable by you. The cost is effectively embedded in the foreign exchange rates applicable to the BFC.

Bonus Forward Contract (BFC).

What is a BFC?

A BFC is an agreement with us that provides protection against unfavourable exchange rate movements by setting a Contract Rate at which you can exchange one currency for another. At the same time it provides you with the ability to transact at a more favourable Bonus Rate if the Global Foreign Exchange Rate remains within a predetermined range for the term of the BFC.

A BFC may be useful in managing the currency risk associated with exporting or importing goods denominated in foreign currency, investing or borrowing overseas, repatriating profits, converting foreign currency denominated dividends, or settling other foreign currency contractual arrangements.

How do BFCs work?

When you enter into a BFC, you nominate the two currencies to be exchanged. These currencies are known as the Currency Pair and must be acceptable to us.

You will also nominate a Contract Rate and a Bonus Range. We will determine your Bonus Rate based on the details nominated by you.

The Contract Rate is your level of exchange rate protection. The Bonus Range is the range nominated by you which the currency must remain in for you to transact at the more favourable Bonus Rate at maturity.

On the Maturity Date the possible outcomes under a BFC are:

- if the Global Foreign Exchange Rate remains within the Bonus Range for the full term of the BFC the Contract Amount must be exchanged with us at the Bonus Rate;
- if the Global Foreign Exchange Rate trades outside the Bonus Range at any time during the term of the BFC the Contract Amount must be exchanged with us at the Contract Rate.

How do we monitor the exchange rate?

We will monitor the relevant foreign exchange markets to determine whether the Global Foreign Exchange Rate trades outside the Bonus Range at any time during the term of the BFC (the period from the trade date to the Cut-Off Time). We will advise you if it does as soon as practicable.

At the Cut-Off Time we will advise you of your obligations on the Maturity Date.

The Bonus Range and the Cut-Off Time will be specified in the Confirmation that outlines the commercial terms of the transaction.

Are there any credit requirements before dealing?

Before entering into a BFC, we will assess your financial position to determine whether or not your situation satisfies our normal credit requirements. We will advise you of the outcome of its review as soon as possible.

If your application is successful, you will need to sign our standard finance documentation. This documentation sets out the terms of the credit approval and other matters relevant to your application.

What happens at maturity?

Depending on the terms of your BFC, on the Maturity Date you may need to provide us with either foreign currency or Australian dollars (AUD). You can provide foreign currency either by telegraphic transfer or by transferring funds from a foreign currency account/deposit. You must provide AUD in Clear Funds. On receipt of the funds, we will deposit amounts owing to you into a bank account with us (in your name), denominated in the relevant currency. Alternative arrangements can be made with our agreement.

Can I terminate a BFC before maturity?

You may ask us to terminate a BFC at any time up to the Cut-Off Time. We will then provide you with a termination quote. There will be a cost or a gain arising as a result of termination. If you accept the termination quote, we will terminate the BFC.

Our quote will incorporate the same variables used when pricing the original BFC. These will be adjusted for the prevailing conditions in respect of the remaining term of the BFC. We will also need to consider the cost of reversing or offsetting your original transaction. When doing this we take into account the current market rates that apply to any offsetting transactions.

Costs, Benefits and Risks.

What are the costs?

There are no up-front out-of-pocket costs with a BFC. Once the Contract Rate and Bonus Range are set by you, we will determine the Bonus Rate in order to create a Zero Cost Structure. When determining that rate, we take several factors into account including:

- the Contract Rate and Bonus Range set by you;
- the size and term of the BFC;
- Global Foreign Exchange Rates;
- market volatility; and
- market interest rates of the countries of the Currency Pair.

While there are no up-front costs with BFCs, we still derive a financial benefit by incorporating a margin into the Contract Rate, Bonus Range and Bonus Rate. This means that these rates will be different to the market rates prevailing at that time. In effect you pay for the BFC by accepting the Contract Rate, Bonus Range and Bonus Rate quoted by us.

Key Benefits.

Protection.

BFCs provide you with protection against unfavourable foreign exchange movements between the time you enter into a BFC and the Cut-Off Time. This can assist you in managing your foreign currency exposures. On the Maturity Date, you will be protected at the Contract Rate for the Contract Amount.

Coverage.

BFCs are available for a wide range of currencies. Please contact us to confirm your desired currency is covered. Our contact details are set out on the back cover.

Participation in favourable exchange rate movements.

A BFC provides you with the potential to transact at a more favourable rate than the Forward Exchange Rate available to you on the trade date if the Global Foreign Exchange Rate remains within the Bonus Range for the full term of the contract.

Flexibility.

BFCs are flexible. Key variables, including the Contract Rate and the Bonus Range can be tailored to meet your particular needs.

Key Risks.

Variation/Early termination.

Terminations or variations to your BFC may result in a cost to you – see the section titled 'Can I terminate a BFC before maturity?' on page 6 for more information.

No cooling off period.

There is no cooling off period. This means that, in most circumstances, once you enter into a BFC, you cannot terminate or vary the BFC without our consent. See 'Variation/Early termination' section above.

Opportunity loss.

You may not receive the benefit of any favourable exchange rate movements that may occur. If the Global Foreign Exchange Rate remains within the Bonus Range you must transact at the Bonus Rate; if it trades outside the Bonus Range you must transact at the Contract Rate.

The rate achieved with a BFC may not be as favourable as the rate you could have achieved with a forward foreign exchange contract or if you had not entered into any contract at all.

Counterparty and operational risk.

As is the case with most financial markets products we enter into, we have performance obligations under a BFC. If we are unable to perform our obligations under your BFC, you may be exposed to foreign exchange rate fluctuations as if you had not entered into a BFC.

Our ability to fulfil our obligations is linked to our financial wellbeing and to the effectiveness of our internal systems, processes and procedures. The first type of risk (our financial wellbeing) is commonly referred to as **credit or counterparty risk**. The second type of risk (the effectiveness of our internal systems, processes and procedures) is commonly referred to as **operational risk**.

You must make your own assessment of our ability to meet our obligations. However, as a regulated Australian bank we are subject to prudential regulation which is intended to reduce the risk of us failing to perform our obligations.

Further information about Westpac, including copies of our recent financial statements, is available on our website at westpac.com.au.

Currency restrictions.

Delivery of some currencies may be governed by, or subject to certain legal and regulatory requirements and obligations. It is your responsibility to ensure that these laws and regulations are complied with and we suggest you seek and obtain your own independent expert advice in relation to such matters.

Use of agent and correspondent banks .

To deliver some currencies (other than AUD), we may use agents and correspondent banks. We will use reasonable care in the selection of such agents and correspondent banks.

If the agent or correspondent bank fails to deliver the required currency when due, we will work with the agent or correspondent bank to effect delivery. If after such action delivery cannot be made, we will promptly return your funds or make alternative arrangements with you.

To the extent allowed by law, we will not be liable for any direct or indirect losses, claims, actions or expenses incurred by you as a result of the failure by an agent or correspondent bank to deliver the required currency.

Examples.

The examples below are illustrative only and use rates and figures selected to demonstrate how the product works. In order to assess the merits of any BFC, you would need to use the actual rates and figures quoted to you at the time. Note that the calculations below include rounding of decimal places.

Scenario 1 – Foreign Currency Payment.

You are an Australian based importer due to pay 100,000 United States dollars (USD) in three months' time for goods bought overseas. At that time, you need to convert your AUD into USD.

Assume the current Market Foreign Exchange Rate is 0.6700 and the three-month Forward Exchange Rate is 0.6710.

If I do nothing, what exchange rate risks do I face?

If you do nothing, the amount of AUD you will need in three months' time to obtain the USD you are due to pay will depend on the Market Foreign Exchange Rate applicable at that time.

If the AUD/USD exchange rate goes up, the USD will become less valuable and as a consequence, you will need less AUD when it is time to obtain the USD. Assume in this example that the AUD/USD Market Foreign Exchange Rate rises to 0.7200, then you will pay:

AUD 138,888.89 (= USD 100,000 / 0.7200)

If the AUD/USD Market Foreign Exchange Rate goes down, the opposite occurs and you will need more AUD. Assume the AUD/USD Market Foreign Exchange Rate falls to 0.6200, then you will pay:

AUD 161,290.32 (= USD 100,000 / 0.6200)

How will a BFC change this?

Assume that you believe the AUD/USD will trade in a relatively narrow range over the next three months and that you want to take advantage of this view while remaining protected at all times against any depreciation in its value.

You enter into a BFC to buy USD 100,000 with AUD in three months' time and set the Contract Rate at 0.6610. In establishing a BFC, the Contract Rate must be set at a rate below the current Forward Exchange Rate. You also set the Bonus Range to be 0.6460 to 0.6970.

Based on these details, we determine the Bonus Rate to be 0.6860.

- a) The possible outcomes on the Maturity Date are: if the Global Foreign Exchange Rate has remained within the Bonus Range (0.6460 to 0.6970) for the full term of the BFC (the period from the trade date to the Cut-Off Time), you must exchange your AUD at the Bonus Rate of 0.6860 regardless of where the Market Foreign Exchange Rate is at the Cut-Off Time. You will pay:

AUD 145,772.59 (= USD 100,000 / 0.6860)

- b) if the Global Foreign Exchange Rate has traded outside the Bonus Range (0.6470 to 0.6960) at any time during the term of the BFC, you must exchange your AUD at the Contract Rate of 0.6610, regardless of where the Market Foreign Exchange Rate is at the Cut-Off Time. You will pay:

AUD 151,285.93 (= USD 100,000 / 0.6610)

How can I change the range of outcomes?

You can change the range of possible outcomes by changing the Contract Rate and Bonus Range and as a result the corresponding Bonus Rate. Once all these details are agreed the possible outcomes on the Maturity Date can be determined.

When agreeing the details of your BFC you need to consider that:

- the Contract Rate corresponds to the maximum amount of AUD you will pay to meet your USD obligation. Note that the Contract Rate will always be set below the Forward Exchange Rate available to you at that time.
- the Bonus Rate corresponds to the minimum amount of AUD you will pay to meet your USD obligation.
- a higher Contract Rate will reduce your exposure to a falling AUD/USD exchange rate. However, because of the Zero Cost Structure, the Bonus Range will be narrower and/or the Bonus Rate will be lower. A narrower Bonus Range will increase the likelihood of the Global Foreign Exchange Rate trading outside the range and will reduce the possibility of you transacting at the Bonus Rate.
- a lower Contract Rate will increase your exposure to a falling AUD/USD exchange rate. However, because of the Zero Cost Structure, the Bonus Range will be wider and/or the Bonus Rate will be higher. A wider Bonus Range will reduce the likelihood of the Global Foreign Exchange Rate trading outside the range and will increase the possibility of you transacting at the Bonus Rate.

Scenario 2 – Foreign Currency Receipt.

You are an Australian based exporter due to receive 100,000 United States dollars (USD) in three months' time for goods sold overseas. At that time, you need to convert the USD you will receive into AUD.

Assume the current Market Foreign Exchange Rate is 0.6700 and the three-month Forward Exchange Rate is 0.6710.

If I do nothing, what exchange rate risks do I face?

If you do nothing, the amount of AUD you will receive in three months' time for your USD will depend on the Market Foreign Exchange Rate applicable at that time.

If the AUD/USD exchange rate goes up, the USD will become less valuable and as a consequence, you will receive less AUD when it is time to exchange the USD. Assume in this example that the AUD/USD Market Foreign Exchange Rate rises to 0.7200, then you will receive:

AUD 138,888.89 (= USD 100,000 / 0.7200)

If the AUD/USD Market Foreign Exchange Rate goes down, the opposite occurs and you will receive more AUD. Assume the AUD/USD Market Foreign Exchange Rate falls to 0.6200, then you will receive:

AUD 161,290.32 (= USD 100,000 / 0.6200)

How will a BFC change this?

Assume that you believe the AUD/USD will trade in a relatively narrow range over the next three months and that you want to take advantage of this view while remaining protected at all times against any appreciation in its value.

You enter into a BFC to sell USD 100,000 for AUD in three months' time and set the Contract Rate at 0.6810. In establishing a BFC, the Contract Rate must be set at a rate above the current Forward Exchange Rate. You also set the Bonus Range to be 0.6450 to 0.6950.

Based on these details, we determine the Bonus Rate to be 0.6560.

- a) The possible outcomes on the Maturity Date are: if the Global Foreign Exchange Rate has remained within the Bonus Range (0.6450 to 0.6950) for the full term of the BFC (the period from the trade date to the Cut-Off Time), you must exchange your USD at the Bonus Rate of 0.6560, regardless of where the Market Foreign Exchange Rate is at the Cut-Off Time. You will receive:
AUD 152,439.02 (= USD 100,000 / 0.6560)
- b) if the Global Foreign Exchange Rate has traded outside the Bonus Range (0.6450 to 0.6950) at any time during the term of the BFC, you must exchange your USD at the Contract Rate of 0.6810, regardless of where the Market Foreign Exchange Rate is at the Cut-Off Time. You will receive:
AUD 146,842.88 (= USD 100,000 / 0.6810)

How can I change the range of outcomes?

You can change the range of possible outcomes by changing the Contract Rate and Bonus Range and as a result the corresponding Bonus Rate. Once all these details are agreed the possible outcomes on the Maturity Date can be determined.

When agreeing the details of your BFC you need to consider that:

- the Contract Rate corresponds to the minimum amount of AUD you will receive for your USD. Note that the Contract Rate will always be set above the Forward Exchange Rate available to you at that time.
- the Bonus Rate corresponds to the maximum amount of AUD you receive for your USD.
- a lower Contract Rate will reduce your exposure to a rising AUD/USD exchange rate. However, because of the Zero Cost Structure, the Bonus Range will be narrower and/or the Bonus Rate will be higher. A narrower Bonus Range will increase the likelihood of the Global Foreign Exchange Rate trading outside the range and will reduce the possibility of you transacting at the Bonus Rate.
- a higher Contract Rate will increase your exposure to a rising AUD/USD exchange rate. However, because of the Zero Cost Structure, the Bonus Range will be wider and/or the Bonus Rate will be lower. A wider Bonus Range will reduce the likelihood of the Global Foreign Exchange Rate trading outside the range and will increase the possibility of you transacting at the Bonus Rate.

Documentation and Confirmation.

What documentation is required?

Master dealing agreement.

You will need to sign a master dealing agreement if you want to enter into this product. This agreement will either be our own specific dealing agreement or an industry standard master dealing agreement.

We will advise you which master dealing agreement you need to sign.

The master dealing agreement governs the dealing relationship between you and us and sets out the terms and conditions that will apply to all transactions that we enter into with you that are covered by the agreement. In particular, they document the situations where those transactions can be terminated and the way the amount to be paid following termination is calculated.

You will be provided with a copy of the relevant master dealing agreement and we strongly recommend that you fully consider its terms before signing. You should obtain independent advice if you do not understand any aspect of the document.

If there is any inconsistency between this PIS and the master dealing agreement, the master dealing agreement prevails.

Documentation for certain restricted currencies.

Other documentation may be required when certain currencies are involved. Where possible, we will attempt to inform you of any specific requirements; however you are responsible for complying with any legal or regulatory obligations. We suggest that you seek and obtain your own independent, expert advice in relation to such matters.

Email or facsimile authority and indemnity.

If you would like to provide us with email or facsimile instructions in relation to this product, we will require you to complete an email or facsimile authority and indemnity. The purpose of the email or facsimile authority and indemnity is to protect us against the consequences of acting upon instructions which may not represent your genuine wishes, but which appear to us to be genuine.

Other documentation.

You may be requested to complete additional documentation before you enter into this product, depending on the outcome of our assessment of your creditworthiness. We will inform you if any further documentation is required at that time.

What about Confirmations?

The commercial terms of a particular transaction with us will be agreed at the time of dealing. This may occur over the phone or electronically. Once we reach an agreement, we are both bound by those terms.

Shortly after entering into this product, we will send you a Confirmation outlining the commercial terms of the transaction. You will need to sign this Confirmation and return it to us. This Confirmation evidences the transaction entered into under your master agreement with us.

It is extremely important that you check the Confirmation to make sure that it accurately records the terms of the transaction. If there is a discrepancy between your understanding and the Confirmation, you will need to raise it with us as a matter of urgency.

General Information.

What information we need from you.

In order to enter into this product with you, we'll need some important details from you. Depending on the legal nature of your business (company, partnership etc) you will be required to provide certain documents and information to us.

Under the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (AML/CTF Laws)* it is a requirement that the account holder and all signatories to the account must be identified. So if you're opening an account for the first time this applies to you. It also applies to any account holder or signatory who is not an existing customer.

The identification requirements can be met by providing us with the necessary identity documentation. For information on the documents required please contact us directly or visit our website; the contact details for both alternatives are provided on the back cover of this PIS.

If the account holder or any of the signatories to an account are not identified in terms of the AML/CTF Laws, the account will be blocked for all withdrawals, until they are identified.

If you are an existing customer, an account signatory (or any other cardholder), identification requirements may have previously been satisfied so you don't need to provide it again, unless you are asked to do so by us.

Financial crimes monitoring.

We are bound by laws that impose regulatory and compliance obligations, including obligations in relation to the prevention of money laundering and the financing of terrorism, which are the AML/CTF Laws. In order for us to meet our regulatory and compliance obligations, we perform certain control and monitoring activities.

Upon entering into this product with us, you agree and provide the following undertakings and agree to indemnify us against any potential loss arising from any breach by you of such undertakings that:

- you are not and will not enter into any agreement with us under an assumed name;
- any funds used by you to enter into an agreement with us have not been derived from or related to any criminal activities;
- any payments received from us will not be used in relation to any criminal activities;
- if we ask, you will provide us with additional information we reasonably require from you for the purposes of meeting our regulatory and compliance obligations, including the obligations under AML/CTF Laws (including information about the source of funds used to settle this product); and

- you and your transaction with us will not initiate, engage or effect a transaction that may be in breach of Australian law or sanctions (or the law or sanctions of any other country).

You should be aware that:

- we may obtain information about you or any beneficial owner of an interest in an agreement with us from third parties if we believe this is necessary to comply with our regulatory and compliance obligations, including AML/CTF Laws;
- transactions may be delayed, blocked, frozen or refused where we have reasonable grounds to believe that they breach Australian law or sanctions or the law or sanctions of any other country;
- where transactions are delayed, blocked, frozen or refused, we are not liable for any loss you suffer (including consequential loss) in connection with this product; and
- where legally obliged to do so, we may disclose information that we hold about you to our related bodies corporate or service providers, other banks, or relevant regulatory and/or law enforcement agencies (whether in or outside of Australia).

Foreign Tax Residents.

We are required under domestic and international laws to collect and report financial and account information relating to individuals and organisations who are, or may be, foreign tax residents. We may ask you whether you or any shareholder, beneficiary, settlor or controlling person are a foreign tax resident from time to time, such as when you open an account with us, or if your circumstances change. If you do not provide this information to us we may be required to limit the services we provide to you.

Unless you tell us otherwise, by completing any application, you certify that any shareholder, named beneficiary, settlor or controlling person is not a foreign tax resident. You must tell us if you, or any shareholder, named beneficiary, settlor or controlling person is, or becomes, a foreign tax resident (unless an exemption applies, such as for shareholders of listed companies). Where there are no named beneficiaries (e.g. for beneficiaries identified only as a class) you must tell us if a beneficiary is a foreign tax resident immediately when any decision is made to identify and make a distribution to them. You may contact us to provide foreign tax residence information by calling 1300 720 314 Option 1.

We cannot give tax advice, so please contact your independent tax advisor if you need help finding out whether any person is a foreign tax resident.

Telephone conversations.

The terms of this product are usually agreed verbally over the phone or electronically over an online system. Once we have reached an agreement, we are both bound by the terms of the transaction.

Conversations with our dealing room and settlement departments are recorded. This is standard market practice. We do this to make sure that we have complete records of the details of all transactions. Recorded conversations are retained for a limited period and are usually used where there is a dispute and for staff training and monitoring purposes.

You will need to advise our dealer if you do not wish to be recorded. However, we will not enter into any transaction over the telephone unless the conversation is recorded.

Taxation.

Taxation law is complex and its application to this product will depend on your particular circumstances. We make no claim that this product will provide a beneficial or appropriate tax outcome for you. When determining whether this product is suitable for your circumstances, you should consider the impact it will have on your own taxation position and seek professional advice on the tax implications it may have for you.

This document has been produced for use by Australian tax residents only. If you are not a resident of Australia for tax purposes and have entered into this product, you may be required to withhold tax on payments you make. If you are required to withhold an amount of tax on any payments you make as a non-resident, you are liable to gross up that payment such that we receive all amounts clear of any tax.

Privacy Statement.

All personal information and credit-related information (if applicable) we collect about you is collected, used and disclosed by us in accordance with our Privacy Statement which is available at banksa.com.au/privacy/privacy-statement. You do not have to provide us with any personal information or credit information (if applicable) but, if you don't, we may not be able to process an application or request for a product or service.

Where individuals engage with us in relation to products and services for our business, corporate or institutional customers (for example, as representative, administrator, director, corporate officer, signatory, beneficiary or shareholder of one of our customers) our Privacy Statement will be relevant to those individuals where we collect and handle their personal information. For example, where we collect their personal information to verify their identity or collect their signature as a signatory on a corporate account.

Privacy Obligations.

To the extent that it applies to you, you must comply with the *Privacy Act 1988* (Cth) in relation to any personal information you provide to us in connection with this PIS, and if you engage in activities in a jurisdiction other than Australia, you must comply also with the applicable privacy laws in that jurisdiction.

External Service Providers.

We may subcontract any of our rights and obligations to another person in Australia or overseas.

We may disclose or share any information you provide to us with any such person. With respect to any personal information, details of the countries where the overseas recipients are likely to be located is contained in our Privacy Statement which is available at banksa.com.au/privacy/privacy-statement (as updated from time to time).

Dispute resolution.

Sometimes you may want to talk about problems you are having with us. Fixing these problems is very important to us. We've put in place ways of dealing with your issues quickly and fairly.

Please talk to us first.

We aim to resolve your complaint at your first point of contact with us. Our contact details are set out on the back cover.

What to do if you are still unhappy.

Online: www.afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678 (free call)

Mail: Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001

You can also contact the Australian Securities & Investments Commission (ASIC) to make a complaint and to obtain further information about your rights. They have a freecall Infoline on 1300 300 630 or visit asic.gov.au

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