

Important Information

Product variation notice for
Rural Bank Farm Management
Deposit Products

20 May 2024

This document contains important information about changes to the following Rural Bank products:

- Rural Bank FMD Offset Account
- Rural Bank Variable Rate Farm Management Deposit Account
- Rural Bank Fixed Rate Farm Management Deposit Account
- Rural Bank Floating Rate Farm Management Deposit Account
- Rural Bank ONE Variable Rate Farm Management Deposit Account
- Rural Bank ONE Fixed Rate Farm Management Deposit Account

About this document

What's in this document and where to find it

Part A - Page 4 of this document sets out important information about how you can access your products after the transition date.

Part B - Page 8 of this document sets out important changes to your terms and conditions.

Part C - Page 26 of this document contains helpful information in relation to some frequently asked questions.

Why am I receiving this product variation notice?

Rural Bank, a division of Bendigo and Adelaide Bank Limited, has been supporting the Australian agribusiness community through local engagement and collaboration with industry organisations. We're proud of the fact that money deposited with Rural Bank has been reinvested into Australia in the form of loans to Australian primary producers throughout our history.

As part of our ongoing efforts to simplify our products and systems and to improve our offering to Rural Bank customers, we are transitioning our Rural Bank products to Bendigo Bank products and making some changes to your terms and conditions. While many things will be staying the same (including our commitment to customers and community), there will be some changes to your existing products (including the name of those products) and your banking arrangements later this year after the transition occurs.

This document explains these changes, which will come into effect once the transition is complete. They are important and we encourage you to read the contents of this document along with any other communications we send you in connection with the transition.

When is the transition to occur?

The transition is expected to occur on 8 November 2024 (the **transition date**). If this date changes, we will let you know.

We will also write to you again closer to the transition date to remind you about the transition and let you know what steps you should take to prepare.

If you have any questions about the transition or you are unsure which parts of this document are relevant to you, please **contact us** via the contact details below – we are here to help.

What if I have multiple products?

Most of Rural Bank's products are being transitioned to Bendigo Bank equivalent products on the transition date. However, there are a few products which will no longer be available and will be closed (e.g. the Rural Bank Farm Management Deposit Offset Account).

If you have multiple products with us, please refer to the communications and other product variation notices that apply to your other products.

How you can contact us

Prior to the transition date you can contact us in one of the ways listed below:

Call us	For over the phone support, you can call your dedicated Relationship Manager or call us on 1300 315 088.
Visit a branch	You can visit any of our Bendigo Bank branches.
Additional Resources / complaints	For complaints, compliments, or suggestions, please call our Customer Feedback Team. Call 1300 361 911, 8.30am – 5pm Monday to Friday (Victorian time).

Part A – Accessing your products after the transition date

This **Part A** is relevant to all Rural Bank customers, products and accounts. It summarises the changes to:

- the ways in which you can access your products and accounts; and
- payment facilities and access methods (including replacement or additional payment facilities and access methods).

It also provides some other general information that applies to various products and accounts.

Further information about product specific and terms and conditions changes is contained in Part B of this document.

Facility detail	Changes from the transition date or general information
Account details	BSB & Account Numbers • Your account number remains unchanged (unless we tell you otherwise). As such, there is no need to change any payments you have already linked to your accounts. • From the transition date, your new BSB will be 633 000. Existing direct debit and credit arrangements in place before the transition date will continue – you do not need to update your BSB with any third parties. • After the transition date, you should ensure that you use the new BSB for any new arrangements.
Electronic banking	Internet Banking • From the transition date, you will no longer be able to access Rural Bank Internet Banking or the Rural Bank Mobile App. Instead, you will access Internet Banking via Bendigo e-banking. This can be accessed through a web browser at www.bendigobank.com.au. • You can also access Bendigo e-banking on your smartphone or tablet device. Visit your App Store or Google Play to download the free Bendigo Bank app for iOS or Android. • For a demonstration, please visit Bendigo Bank — Logon to e-banking demo. Logging into Bendigo e-banking following the transition date • To access Bendigo e-banking after the transition, one of the 3 scenarios will apply to you: • Scenario 1 – If you currently have access to Rural Bank Internet Banking but do not have access to Bendigo e-banking: ◦ you will have access to Bendigo e-banking from the transition date and you will be able to use your existing Access ID and temporary password; ◦ if you have provided us with your mobile number, we will send this temporary password to you via SMS. Otherwise, you will need to contact us on or after the transition date so we can give you your temporary password; and ◦ when logging into Bendigo e-banking for the first time, you will be directed to create your own permanent password.

- **Scenario 2** – If you currently have access to Rural Bank Internet Banking and do not currently have access to Bendigo e-banking, and have a current Rural Bank Access ID that is a duplicate of another individual in Bendigo e-banking:
 - you will have access to Bendigo e-banking from the transition date and you will be provided with a new Access ID and temporary password;
 - if you have provided us with your mobile number, we will send this temporary password to you via SMS. Otherwise, you will need to contact us on or after the transition date so we can give you your temporary password; and
 - when logging into Bendigo e-banking for the first time, you will be directed to create your own permanent password.
- **Scenario 3** – If you are a current Bendigo e-banking user, you will see your transitioned accounts in Bendigo e-banking from the transition date. You can continue to use your Bendigo e-banking Access ID and password.
 - You must be at least 12 years of age to be eligible for e-banking.
 - Before the transition date, we will tell you which scenario applies to you, and provide you with the information you need to use Bendigo e-banking.

Bendigo Bank app

- After the transition date you, can log into the Bendigo Bank app using your Bendigo e-banking Access ID and password and can then setup the app to allow you to logon quickly and securely in the future using a four-digit PIN (Personal Identification Number), FaceID or Fingerprint.
- View your balances quickly from your app home screen.

Payments – Direct Entry (Direct debits from and direct credits to your account)

- These are payments you have established to or from your accounts.
- Examples of direct debits that may be set up to debit funds from your account include regular payments you are required to pay to insurance companies, energy providers, and subscription services.
- Examples of direct credits that may be set up to credit funds into your account include your salary from your employer and other regular payments you receive, such as Centrelink benefits or dividends payments.
- Given your account details are not changing, you do not need to do anything as all direct debit and direct credit arrangements will remain effective. However, any new direct debit arrangements should use the new BSB which applies to your account.

Payments to other accounts

- Your saved “Contacts” in Rural Bank Internet Banking will automatically be transferred to Bendigo e-banking,
- Any future dated payment instructions (including any recurring or standing payment instructions) will also be transitioned to Bendigo e-banking.

APCA ID (Business Customers only)

- From the transition date, you will need to update the BSB associated with your APCA ID from the Rural Bank’s BSB (633 111) to Bendigo Bank’s BSB (633 000).

Electronic Banking – New features available when you move to e-banking	Telegraphic Transfers - Where available for your account type, you will now be able to perform domestic and overseas Telegraphic Transfers in Australian and foreign currencies via Bendigo e-banking. You must register for this additional service via Bendigo e-banking. - Telegraphic Transfer payments made after 3:00pm AEST or on a weekend, public holiday or bank holiday will be processed on the next business banking day. - You will also have access to new e-banking features, including the ability to set spend controls, temporary blocks on cards and restrictions on cash withdrawals at ATMs.
Statements of account (new Bendigo Bank statements)	- After the transition date, your new statements will appear with Bendigo Bank branding. The frequency of your statement will also remain the same. - After the transition date, you will be able to view previously issued statements of account from Rural Bank in Bendigo e-banking.
Bendigo Phone Banking	- From the transition date, you will no longer have access to Rural Bank Phone Banking. You will need to register for Bendigo Phone Banking by visiting your nearest branch or by calling 1300 236 344. In most cases, if you currently access and use Rural Bank Phone Banking, we will provide you with access to Bendigo Phone Banking. - The Bendigo Phone Banking service gives you a range of options including transferring funds, accessing account balances, and paying bills. - Once registered, you can access Bendigo Phone Banking by calling 1300 236 344 and entering your Access Number and PIN. - When you call Bendigo Phone Banking for the first time, you will be asked to select your own five-digit PIN. You must keep your PIN secret to ensure you are the only person who can access your accounts.
Cards (Debit)	- If you currently have a Visa Debit Card, you can use it after the transition date including through your digital wallet. - In the first quarter of 2025, we will issue you a new Debit Mastercard® as part of our conversion from Visa to Mastercard. - If your card expires or you require a replacement card between the transition date and the conversion date, you will receive a Debit Mastercard®. - We will communicate the Visa to Mastercard conversion date separately. For now, you do not need to do anything.

Digital Wallet	Mobile payment and digital wallet options (available from early 2025 with your new Mastercard) - Once you have received your new cards in 2025, there will be more ways to connect to your digital wallet for mobile payments on the go. - Bendigo Bank supports a range of digital wallets, which will be available to you as a Bendigo Debit Mastercard holder. These include: Google Pay – Upload your card to your Google device via the Google Pay app. Google Pay is the fast, simple way to pay with your Bendigo Bank card in stores and online; Samsung Pay - Upload your card to your Samsung device via the Samsung Pay app. Access your favourite cards on your Samsung phone to make payments on the go, just by tapping your device; and Garmin Pay – Garmin Pay™ lets you make purchases quickly and effortlessly with nothing needed but your watch.
Cheques	- If you have an existing Rural Bank cheque book, you can continue to use it. However, as part of our work towards the phasing out of the use of cheques, new or replacement cheque books will no longer be issued. - To learn about other payment methods available to you, please visit www.bendigobank.com.au/cheques.
Special arrangements relating to fees, charges and interest rates on bank accounts	- If you currently have an arrangement with Rural Bank where we have agreed to waive or charge reduced fees and charges, or we have agreed to provide you with an increased interest rate, please note that these arrangements will cease to apply to your account from the transition date. This means you will be charged fees, charges and interest rate as applicable. - If you have any concerns with this change, please contact us.
Changes to staff accounts	- If you currently have a Staff Advantage Account or Staff Member Advantage Account but you are not a current employee of Bendigo Bank, you will no longer be able to access staff account benefits from the transition date. This may mean that, from the transition date, you will incur new or additional fees, and the standard interest rates as set out in Part B will apply to you. - If you have any concerns with this change, please contact us.
Open Banking	- Open Banking is part of the broader Consumer Data Right (CDR), introduced by the Australian Government to give you more access to your data and make it easier to: - compare products and services; and - access new and improved services. - Open Banking will enable you to share your data with accredited providers via a simple, easy to use and secure automated process. You can see the list of providers accredited by the ACCC and access more information about the CDR by visiting the CDR website at www.cdr.gov.au. - From 1 July 2021, eligible Bendigo Bank customers have been able to authorise the sharing of their data with CDR accredited data recipients. - You can access a copy of Bendigo Bank's Consumer Data Right Policy online at www.bendigobank.com.au/open-banking. - From the transition date, you will be able to access your data through the CDR as described in Bendigo Bank's Consumer Data Right Policy.

Part B – Changes to your terms and conditions

Part B sets out how the terms and conditions of your Rural Bank accounts are changing. While many things about your product are staying the same, it is important that you read Part B to understand what is changing.

Please contact us before the transition date if you do not wish to continue with your products or would like to discuss other options that may be available to you.

B1 – What's changing?

In order to transition your Rural Bank account product to a Bendigo Bank account product, we need to change the terms and conditions which apply to those products. While your contract with us is continuing and many things are staying the same, there are some differences which we explain below.

These changes will take effect on the transition date. This is expected to occur on 8 November 2024 (but we will let you know if this changes). Until that time the current terms and conditions of your Rural Bank products will apply, unchanged. You do not need to do anything for the changes to take effect. Regardless, you will be taken to have agreed to them if you use your account on or after the transition date (e.g. if you deposit or withdraw money from your account or otherwise transact on your account). Any accrued rights and obligations that you or we have before the transition date, will continue to apply after that time.

The table below sets out:

- the terms and conditions and other documents which currently form part of your contract with us;
- the terms and conditions and other documents which will form part of your contract with us after the transition date; and
- where you can find a summary of some of the changes being made to your product in this part.

Your Rural Bank product	Current terms and conditions	Your new terms and conditions after the transition date	Where to find your changes
Rural Bank Fixed Rate Farm Management Deposit Account	Rural Bank Banking Accounts Terms and Conditions (23 February 2024)	Bendigo Business Accounts and Facilities Terms and Conditions (17 May 2024)	See Part B3 & B9 below
	Schedule of Fees and Charges (23 February 2024)	Business fees and charges (17 May 2024)	
		Schedule of Interest Rates for Farm Management Deposit Accounts (17 May 2024)	
Rural Bank Variable Rate Farm Management Deposit Account	Rural Bank Banking Accounts Terms and Conditions (23 February 2024)	Bendigo Business Accounts and Facilities Terms and Conditions (17 May 2024)	See Part B4 & B9 below
	Schedule of Fees and Charges (23 February 2024)	Business fees and charges (17 May 2024)	
		Schedule of Interest Rates for Farm Management Deposit Accounts (17 May 2024)	

Rural Bank ONE Fixed Rate Farm Management Deposit Account	Rural Bank Banking Accounts Terms and Conditions (23 February 2024)	Bendigo Business Accounts and Facilities Terms and Conditions (17 May 2024)	See Part B5 & B9 below
	Schedule of Fees and Charges (23 February 2024)	Business fees and charges (17 May 2024)	
		Schedule of Interest Rates for Farm Management Deposit Accounts (17 May 2024)	
Rural Bank ONE Variable Rate Farm Management Deposit Account	Rural Bank Banking Accounts Terms and Conditions (23 February 2024)	Bendigo Business Accounts and Facilities Terms and Conditions (17 May 2024)	See Part B6 & B9 below
	Schedule of Fees and Charges (23 February 2024)	Business fees and charges (17 May 2024)	
		Schedule of Interest Rates for Farm Management Deposit Accounts (17 May 2024)	
Rural Bank Floating Rate FMD Account	Floating Rate Farm Management Deposit Terms and Conditions (1 June 2008)	Bendigo Business Accounts and Facilities Terms and Conditions (17 May 2024)	See Part B7 & B9 below
	Rural Bank Banking Accounts Terms and Conditions (23 February 2024)	Business fees and charges (17 May 2024)	
	Schedule of Fees and Charges (23 February 2024)	Schedule of Interest Rates for Farm Management Deposit Accounts (17 May 2024)	
Rural Bank FMD Offset Account	Rural Bank Banking Accounts Terms and Conditions (23 February 2024)	We will no longer be offering this product from the transition date. As such, we will transition your Rural Bank FMD Offset Account to a Bendigo Variable Rate Farm Management Deposit Account. The Bendigo Variable Rate Farm Management Deposit Account will be documented on: • Bendigo Business Accounts and Facilities Terms and Conditions (17 May 2024) • Business fees and charges (17 May 2024) • Schedule of Interest Rates for Farm Management Deposit Accounts (17 May 2024) If you do not want this to happen, you can contact us to discuss your options (e.g. moving to a different farm management deposit account).	See Part B8 & B9 below
	Schedule of Fees and Charges (23 February 2024)		

B2 – Some key things that are staying the same

The following things are staying the same for all Rural Bank farm management deposit account products:

- your account number;
- your interest rate;
- the term of your deposit;
- your statement frequency; and
- your authorised signatories.

B3 – Summary of product specific changes to your Rural Bank Fixed Rate Farm Management Deposit Account

A summary of the product specific changes which will apply to your Rural Bank Fixed Rate Farm Management Deposit Account from the transition date is set out below and should be read with Part B9.

Type of change	Details of change	Where can I find this provision in the new terms and conditions?
Name of product	On the transition date, your Rural Bank Fixed Rate Farm Management Deposit Account will be renamed to a Bendigo Fixed Rate Farm Management Deposit Account and will be subject to the terms and conditions listed under 'Applicable documents' below.	N/A
Applicable documents	The following documents will form part of your contract with us from the transition date: • Bendigo Business Accounts and Facilities Terms and Conditions (17 May 2024) • Business fees and charges (17 May 2024) • Schedule of Interest Rates for Farm Management Deposit Accounts (17 May 2024)	N/A
Changes to account features and eligibility	The minimum operating balance on the Bendigo Fixed Rate Farm Management Deposit Account will be \$1,000, which means you will no longer have to keep \$5,000 minimum operating balance to use the account. You will also have additional functionality with your Bendigo Fixed Rate Farm Management Deposit Account – you will be able to: • have full online banking access, where previously you had view only access • have full phone banking access, where previously you had view only access • perform Telegraphic Transfers.	'Key Feature Table'
Interest	If your interest is currently being credited to your account monthly, the date on which that interest is credited will change from the 1st of the month to the monthly anniversary of your account opening. Interest paid at all other frequencies (e.g. quarterly or yearly) will continue to be paid at those frequencies.	'Key Feature Table'

B4 – Summary of product specific changes to your Rural Bank Variable Rate Farm Management Deposit Account

A summary of the product specific changes which will apply to your Rural Bank Variable Rate Farm Management Deposit Account from the transition date is set out below and should be read with Part B9.

Type of change	Details of change	Where can I find this provision in the new terms and conditions?
Name of product	On the transition date, your Rural Bank Variable Rate Farm Management Deposit Account will be renamed to a Bendigo Variable Rate Farm Management Deposit Account and will be subject to the terms and conditions listed under 'Applicable documents' below.	N/A
Applicable documents	The following documents will form part of your contract with us from the transition date: • Bendigo Business Accounts and Facilities Terms and Conditions (17 May 2024) • Business fees and charges (17 May 2024) • Schedule of Interest Rates for Farm Management Deposit Accounts (17 May 2024)	N/A
Changes to account features and eligibility	You will have additional functionality with your Bendigo Variable Rate Farm Management Deposit Account – you will be able to: • perform Telegraphic Transfers. However, you will no longer be able to make periodical payments.	'Key Feature Table'
Interest	Interest will continue to be paid annually on the 1st of July.	'Key Feature Table'

B5 – Summary of product specific changes to your Rural Bank ONE Fixed Rate Farm Management Deposit Account

A summary of the product specific changes which will apply to your Rural Bank ONE Fixed Rate Farm Management Deposit Account from the transition date is set out below and should be read with Part B9.

Type of change	Details of change	Where can I find this provision in the new terms and conditions?
Name of product	On the transition date, your Rural Bank ONE Fixed Rate Farm Management Deposit Account will be renamed to a Bendigo Fixed Rate Farm Management Deposit Account and will be subject to the terms and conditions listed under 'Applicable documents' below.	N/A
Applicable documents	The following documents will form part of your contract with us from the transition date: • Bendigo Business Accounts and Facilities Terms and Conditions (17 May 2024) • Business fees and charges (17 May 2024) • Schedule of Interest Rates for Farm Management Deposit Accounts (17 May 2024)	N/A
Changes to account features and eligibility	The minimum operating balance on the Bendigo Fixed Rate Farm Management Deposit Account will be \$1,000, which means you will no longer have to keep \$5,000 minimum operating balance to use the account. You will also have additional functionality with your Bendigo Fixed Rate Farm Management Deposit Account – you will be able to: • have full online banking access, where previously you only had view only access. • have full phone banking access, where previously you only had view only access. • perform Telegraphic Transfers. However, you will no longer be able to perform direct credits or inward direct debits at account opening and renewal. From the transition date, you will be able to select from 1, 2, 3, 6, 12 or 24 month terms.	'Key Feature Table'
Interest	If your interest is currently being credited to your account monthly, the date on which that interest is credited will change from the 1st of the month to the monthly anniversary of your account opening. Interest paid at all other frequencies (e.g. quarterly or yearly) will continue to be paid at those frequencies.	'Key Feature Table'

B6 – Summary of product specific changes to your Rural Bank ONE Variable Rate Farm Management Deposit Account

A summary of the product specific changes which will apply to your Rural Bank ONE Variable Rate Farm Management Deposit Account from the transition date is set out below and should be read with Part B9.

Type of change	Details of change	Where can I find this provision in the new terms and conditions?
Name of product	On the transition date, your Rural Bank ONE Variable Rate Farm Management Deposit Account will be renamed to a Bendigo Variable Rate Farm Management Deposit Account and will be subject to the terms and conditions listed under 'Applicable documents' below.	N/A
Applicable documents	The following documents will form part of your contract with us from the transition date: • Bendigo Business Accounts and Facilities Terms and Conditions (17 May 2024) • Business fees and charges (17 May 2024) • Schedule of Interest Rates for Farm Management Deposit Accounts (17 May 2024)	N/A
Changes to account features and eligibility	You will have additional functionality with your Bendigo Variable Rate Farm Management Deposit Account – you will be able to: • perform Telegraphic Transfers. You will also no longer be able to make periodical payments.	'Key Feature Table'
Interest	Interest will continue to be paid annually on the 1st of July.	'Key Feature Table'

B7 – Summary of product specific changes for your Rural Bank Floating Rate FMD Account

A summary of the product specific changes which will apply to your Rural Bank Floating Rate FMD Account from the transition date is set out below and should be read with Part B9.

Type of change	Details of change	Where can I find this provision in the new terms and conditions?
Name of product	On the transition date, your Rural Bank Floating Rate Farm Management Deposit Account will be renamed to a Bendigo Variable Rate Farm Management Deposit Account and will be subject to the terms and conditions listed under 'Applicable documents' below.	N/A
Applicable documents	The following documents will form part of your contract with us from the transition date: • Bendigo Business Accounts and Facilities Terms and Conditions (17 May 2024) • Business fees and charges (17 May 2024) • Schedule of Interest Rates for Farm Management Deposit Accounts (17 May 2024)	N/A
Changes to account features and eligibility	You will have additional functionality with your Bendigo Variable Rate Farm Management Deposit Account – you will be able to: • perform Telegraphic Transfers.	'Key Feature Table'
Interest	If your interest is currently being credited to your account monthly, the date on which that interest is credited will change from the 1st of the month to the monthly anniversary of your account opening. Interest paid at all other frequencies (e.g. quarterly or yearly) will continue to be paid at those frequencies.	'Key Feature Table'

B8 – Summary of product specific changes for your Rural Bank FMD Offset Account

From the transition date, the Rural Bank FMD Offset Account will no longer be available and we will be transitioning this product to a Bendigo Variable Rate Farm Management Deposit Account. A Bendigo Variable Rate Farm Management Deposit Account operates similar to your Rural Bank FMD Offset Account, except it does not have the offset feature and it will earn interest at the applicable variable rates with accrued interest being paid into a nominated account. The transition of your account does not involve the repayment of your farm management deposit or the making of a new deposit for taxation purposes.

If you do not want this to happen, you must contact us before the transition date and we can discuss your options (e.g. moving you to a different farm management deposit account). There may be tax implications associated with other changes you may want to make, and you should seek tax advice in connection with any such change. If you do not tell us before the transition date that you do not want this to happen and you continue use of your account from the transition date, you consent to these changes being made to your account.

A summary of the specific changes which will apply to your Rural Bank FMD Offset Account from the transition date is set out below and should be read with Part B9:

Type of change	Details of change	Where can I find this provision in the new terms and conditions?
Product change	On the transition date, your Rural Bank FMD Offset Account will be closed and the funds in that account will be automatically transferred to a Bendigo Variable Rate Farm Management Deposit Account. Your account will then be subject to the terms and conditions listed under 'Applicable documents' below.	N/A
Applicable documents	The following documents will form part of your contract with us from the transition date: • Bendigo Business Accounts and Facilities Terms and Conditions (17 May 2024) • Business fees and charges (17 May 2024) • Schedule of Interest Rates for Farm Management Deposit Accounts (17 May 2024)	N/A
Offset	The offset will no longer be available on your account.	N/A
Changes to account features and eligibility	You will have additional functionality with your Bendigo Variable Rate Farm Management Deposit Account – you will be able to: • perform Telegraphic Transfers. You will also no longer be able to make periodical payments.	'Key Feature Table'
Changes to interest	You will accrue interest at a tiered variable rate. The interest rate that will apply will be the applicable variable rate set out in the Schedule of Interest Rates for Farm Management Deposit Accounts current on the transition date. Interest earned on the account will be credited to your nominated account annually on the 1st of July. Note: Please contact us if you would like to update your nominated account or are unsure of the nominated account arrangements you have set up with us.	'Key Feature Table'

B9 – Summary of general changes to all FMD Accounts

A summary of the general changes which will apply to all farm management deposit accounts from the transition date is set out below:

Type of change	Details of change	Where can I find this provision in the new terms and conditions?
Contact details	If you need to contact us, you can do so on the contact details below: • website is www.bendigobank.com.au. • telephone contact is 1300 236 344, or from overseas +61 3 5445 0666. • to contact our customer feedback team: Reply Paid PO Box 480 Bendigo VIC 3552 Telephone 1300 361 911 8.30am – 5.00pm (AEST /AEDT) Monday to Friday • for complaints contact 1300 236 344 or go to our website www.bendigobank.com.au/public/contact-us. • for lost and stolen cards within Australia, telephone 1800 035 383 and from overseas +61 3 5485 7872 or by fax pm +61 3 5485 7613.	'Contact us'
Communicating with us	We have made it easier to communicate with us by accepting your instructions in-branch, electronically and in writing, and removing requirements to provide signed instructions by telephone and facsimile.	Clause 28.3
Defined terms	Some defined terms will change. These changes are only described where they relate to a material change to a particular term.	Section A: Meaning of Words

Early withdrawal interest reduction	If a fixed rate applies to your farm management deposit account, we will continue to reduce the interest rate when you make an early withdrawal (i.e., after the grace period ends and before maturity). If you make an early withdrawal in these circumstances after the transition date, to determine the interest payable on the amount withdrawn we will: • apply the lowest tiered interest rate for a three-month term deposit with us (irrespective of the account balance) at the time you opened your account or reinvested; and • reduce the rate by a further 0.25% p.a. (with a minimum rate of 0% p.a.). Note: Under your current terms and conditions, if you request an early withdrawal from your account, we are entitled to reduce the interest rate that is applied to those funds. The reduced interest rate that we use in this circumstance is the Interest Earning at Call interest rate that applied at your account opening or reinvestment date. This interest rate has been 0.00% since 27 Oct 2020.	Clause 99.7
Grace period	After you open an FMD account you will no longer have a 10-day grace period. Your grace period will be 7 days.	Clause 99.6
Payment facilities	The available payment facilities you may be able have linked to your account have also changed, which is reflected in the updated definition of 'payment facilities' in the terms and conditions. Please refer to the new terms and conditions to ascertain if a particular payment facility will be available for your account.	See 'About this document' at the beginning of the Bendigo Business Accounts and Facilities Terms and Conditions
Determining the balance of your account	Under your current terms and conditions, we determine the daily closing balance of your account before the end of the calendar day Eastern Standard Time (AEST) for the purpose of interest calculations. This provision will be removed.	N/A
Overdrawing your account	If you overdraw your account: • you will be required to pay any overdrawn amount as soon as possible; • we will have the right to cancel any payment facility linked to your account; and • we will be able to change the interest rate imposed on the overdrawn account. At any time, you can find out about our current interest rates by contacting us on 1300 236 344 or by visiting www.bendigobank.com.au.	Clause 9

Calculating withholding tax	If you have not supplied us with your current Tax File Number, we will continue to withhold tax from interest payable by us to you. Any customers turning 16 will have until the end of that calendar year to provide a Tax File Number. If no Tax File Number is supplied, we will withhold tax from interest payable by us to you.	Clause 19
Joint account	Joint accounts will continue to not be available on farm management deposit accounts.	Clause 13
Authorised signatories	Your authorised signatories for your account will remain the same.	Clause 14
Telephone and online banking	You will no longer be able to use security tokens to secure your online banking access.	Clause 46.1
Accessing your account	Some changes may apply to how you can deposit and withdraw funds into your account (e.g., you may be able to deposit or withdraw funds in additional ways). Please refer to the Key Features Table and clause 4 in the new terms and conditions for the available ways in which you can deposit and withdraw funds from your account. Specific provisions relating to certain payment facilities are set out Sections D to O of the new terms and conditions.	'Key Feature Table' and clause 4
Payment facilities	We will have an extra ground to cancel payment facilities linked to your account where we decide that cancelling the facility is in our legitimate interests or benefits you. We will be able to change your Pay Anyone transaction limit, but if we decrease your limit we will give you 30 days' notice, instead of 20 days. Your maximum Pay Anyone transaction limit will be \$50,000. If you would like a transaction limit greater than \$50,000, you will need to complete a separate application available in branch. We will not be liable for any loss arising from you entering an incorrect account number when using the Pay Anyone Service. You will be required to notify us immediately when any of the information you provided to us when creating your PayID changes, or if you become aware or misleading or incorrect information.	Clause 15.1 Clause 87 Clause 84.1 Clause 83.3 Clause 97.6
Payment arrangements	Where a scheduled periodical payment is unsuccessful, we will make 3 further attempts to make the payment on 3 consecutive calendar days before 8.00am (AEST / AEDT), before charging a fee on the 4th day. Previously we would make 4 further attempts on consecutive business days before 8.00am (AEST) and charge the fee on the 4th business day after the periodical payment was first unsuccessful.	Clause 79.5

	You will be able to set up a sweep facility. However, to set up a sweep facility or a periodical payment for the first time, you must attend a branch.	Clause 78.2
Complaints handling for EFT payments	You will no longer receive a written acknowledgment within 24 hours when you raise an EFT complaint with us and the timeframe for investigation will be extended from 20 days to 30 days. However, your complaint will be managed under the timeframes stated in our internal dispute resolution procedure or the card or payment scheme relevant to your EFT payment complaint.	Clause 21
Our rights under these terms	We may waive our rights under the terms and conditions, instead of exercising any power, right or remedy given to us under the terms. We will be able to assign or deal with our rights under the terms and conditions in any way we see appropriate. This expands our existing assignment rights to assign when reasonably necessary to protect our legitimate business needs. In the event that you breach the new terms and conditions, enforcement expenses may be payable by you. For example, if you overdraw the account without our permission, we may take legal action to recover any debt and any reasonable expenses from you. We can debit these amounts to your account.	Clause 28 Clause 28.10 Clause 28.6
Your rights under our industry codes	You will no longer be able to obtain a copy of the Banking Code of Practice by telephone but the Banking Code is easily downloaded from www.bendigobank.com.au or by visiting one of our branches. We remain subscribed to the ePayments Code and you will continue to enjoy protections and rights afforded under the Code, as reflected in other parts of our terms and conditions covering ePayments Code-regulated payment facilities.	Clause 24 N/A
Security tokens	As security tokens will no longer be available, the new terms and conditions will not include information on when security tokens are mandatory, security token activation options, activating physical security tokens, security token usage, physical security token battery life, security token refunds, reassigning a security token, and cancelling a security token.	N/A
Information on certain risks and benefits	The new terms and conditions may not include additional information on risks and benefits associated with a product or service used in connection with an account.	N/A

Part C – Frequently asked questions

Why am I receiving this document?

You are receiving this document because you are a Rural Bank customer with one or more Rural Bank account products. As part of our ongoing simplification process, and to improve our offering to you, we are transitioning our Rural Bank products across to Bendigo Bank products by making some changes to your terms and conditions.

This document contains important information about these changes and what this means for your banking arrangements following the transition date.

When will the change take effect?

The changes are expected to take effect on 8 November 2024. If this date changes, we will let you know.

Do I need to do anything in response to this document?

You do not need to do anything in response to this document unless we require your consent to the changes - this requirement only applies to certain products. We will tell you if we need your consent in the letter accompanying this document or in a separate communication.

I have more than one product. Are my other products remaining the same?

Your other Rural Bank products will be transitioning to Bendigo Bank products at the same time. If you have more than one farm management deposit product, refer to your specific product sections in this document, using the directory on page 8 to assist. If you have another product with us (for example, a loan or credit product, including one which is linked to a deposit product), details of the changes which will apply to those products are contained in a separate document. Refer to the letter sent with this document for more information.

Are my bank account details staying the same?

The account numbers of each bank account you hold with us will stay the same, unless we inform you otherwise. However, your BSB will change to 633 000 from the transition date.

Existing direct debit and credit arrangements in place before the transition date will continue – you do not need to update your BSB with any third parties.

After the transition date, you should ensure that you use the new BSB when arranging any new direct debits or credits.

Will I lose access to my account?

No. Your account number and account balance as at the date of the transition will stay the same and all of your past statements and transaction history will be available to view via the Bendigo Bank mobile app or online using Bendigo Bank e-banking.

Can I still use my Rural Bank Visa Debit card?

Yes. You can still use your Rural Bank Visa Debit Card before and after the transition date.

In 2025, we intend to issue current Rural Bank Visa Debit Card holders with a Bendigo Bank Debit Mastercard. We will provide further information about this after the transition date.

Can I still use the Rural Bank app?

You can continue to use the Rural Bank app until the transition date. Following the transition date, you will need to download and register to use the Bendigo Bank app to access e-Banking.

We encourage all customers to download the Bendigo Bank app in preparation for the transition.

Do I need to tell anyone else about these changes?

No. As your account details remain the same, all payments to / from your account remain current.

Will any additional changes be made between now and the transition date?

If there are any subsequent changes to the terms and conditions or these transition arrangements, we will notify you before the transition date.

I don't agree to this change. What are my options?

Please contact us using the details on page 3 to discuss your options.

I don't know which product I have - how can I find out?

If you need assistance identifying your current products or terms that apply to them, or if you need further assistance, please contact us. Our details are set out on page 3.

Where can I go to get more information?

For more information about the transition, please contact us using the details on page 3 or visit our website at www.ruralbank.com.au/changes-to-how-you-bank-with-us/.

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