

Notice to Suncorp Bank Customers

Effective on and from **14 December 2023**, Suncorp Bank has made the following changes to the PayID Terms and Conditions:

- Clause 1.2 under the heading ‘About these PayID Terms and Condition’ has been replaced as follows:

“These PayID Terms and Conditions apply to:

 - (a) the creation of a PayID via the Suncorp App in connection with an eligible Account you hold with us; and
 - (b) once you create a PayID, the change, Closure, transfer, Locking and ongoing use of that PayID.

Subject to clause 7.2, these PayID Terms and Conditions do not apply to the making of payments to a PayID or where you create your PayID for a Business Account with the assistance of our staff in a Suncorp Bank branch or over the phone (for Business Accounts refer to the applicable Product Information Document or Schedule of Fees and Changes for the terms and conditions which apply to your PayID).”
- Clause 4 ‘Creating you PayID’ has been amended as follows:
 - Clause 4.2 has been replaced with:

“In order to create a PayID via the Suncorp App you must be a holder of a Personal Deposit Account which is PayID eligible and you must agree to link your PayID to that Account. Your Personal Deposit Account will be PayID eligible if it is specified as such in the Schedule of Fees and Charges applicable to your Account.”
 - Clause 4.8 has been replaced with:

“You may only create a PayID in connection with a Personal Deposit Account if you are a Personal Deposit Account holder. Individuals who have been authorised by an Account holder to operate or access a Personal Deposit Account will not be able to create and link a PayID in relation to that Account.
- Clause 5 ‘Transferring your PayID to another account’ has been amended as follows:
 - Clause 5.1 has been replaced by the following:

“Unless your PayID is Locked, you can transfer your PayID to another PayID eligible Account you hold with us or to an account with another financial institution by going to the “Manage Banking” section in the Suncorp App, visiting a Suncorp Bank branch or by calling us on 13 11 55.”
 - Clause 5.4 has been replaced by the following:

“A transfer of your PayID to another financial institution is a two-step process initiated by you and completed by that financial institution. First, you must amend any PayTo Agreements linked to your PayID by replacing your PayID with another PayID or Account which is PayTo eligible, then ask us to put your PayID into a transfer state. If your PayID is transferred with an active PayTo Agreement linked to it, the PayTo Agreement will be cancelled.”
 - Clause 5.5 has been replaced by the following:

“We will process a request to transfer your PayID to an account with another financial institution within 24 hours. However, you will need to ask your other financial institution to link your PayID to your account with them and they may take longer to process your request. If you do not complete the transfer with the other financial institution within 14 days, the transfer will be deemed to be ineffective and your PayID will remain linked to your Account with us.”
- Clause 6.2 under the heading ‘Transferring your PayID from another financial institution to your Account’ has been replaced with the following:

“After your other financial institution has put your PayID into a transfer state, to complete the transfer of your PayID to a Personal Deposit Account with us you will need to follow our PayID creation process via the Suncorp App and the terms and conditions in clause 4 in relation to creating a new PayID will apply to the transfer of your PayID to an Account with us as if you were creating a new PayID.”

- Clause 7.1 under the heading ‘Ongoing Use of your PayID’ has been replaced with the following:
“You acknowledge the following:
 - (a) If you use your PayID to make payments between your own Suncorp Accounts, withdrawal limits may apply to those payments, as further described in our Mobile Banking Terms and Conditions for the Suncorp App and our Internet Banking Terms and Conditions.
 - (b) Making a payment between your own Suncorp Accounts using your PayID will use up the withdrawal limits available in relation to other types of payments, such as payments to an account at another bank.
 - (c) You should make payments between your own Suncorp Accounts via the “Transfer” payment option in the Suncorp App or via the “My Account - Transfer between your accounts” payment option in Internet Banking, rather than by using a PayID, as withdrawal limits may not apply to payments made in this way.
 - (d) Withdrawal limits also apply to other types of payments to a PayID. Please refer to our Mobile Banking Terms and Conditions for the Suncorp App and our Internet Banking Terms and Conditions.”
 - Clause 8.1 under the heading ‘Closing a PayID’ has been replaced with the following:
“You can close your PayID by going to the “Manage Banking” section in the Suncorp App, visiting a Suncorp Bank branch or by calling us on 13 11 55. We will complete a request to close your PayID within 24 hours.”
 - ‘Store’ has been updated to ‘branch’ in clause 1.3 and at various locations in clause 15 ‘Problems and complaints’.
- Suncorp Bank recommends that customers consider whether any changes will apply to their account. Full details of the changes and amended copy are available from 14 December 2023 at any Suncorp Bank branch, online at www.suncorp.com.au/documents or by contacting us on 13 11 55.

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