

PayID Terms of Use

1st November 2018

1. Making and receiving NPP Payments using PayID

- 1.1 PayID is the NPP Payment addressing service that enables payers to make NPP Payments to payees using an alternative identifier instead of a BSB and account number.
- 1.2 Before you can create your PayID to receive NPP Payments into your Account, you have to satisfy us that you either own or are authorised to use your chosen PayID and you have an eligible Account. Refer to the relevant account Terms and Conditions for details on account eligibility.
- 1.3 Whether you choose to create a PayID for your Account or not, you and each Authorised User may use a payee's PayID to make particular types of NPP Payments to the payee from your Account provided that:
- (a) Hume and the payee's financial institution support the NPP Payment service;
 - (b) the payee's account is able to receive the particular NPP Payment; and
 - (c) the PayID is not locked.
- 1.4 Please refer to the Osko Terms and Conditions and the relevant account Terms and Conditions for the terms of:
- (a) how PayID may be used for particular NPP Payment services, your obligations to input correct PayID details and to check the payee's PayID Name before sending an NPP Payment; and
 - (b) your rights in relation to the investigation and recovery of Mistaken Payments, Misdirected Payments and unauthorised (including fraudulent) NPP Payments.

2. Choosing a PayID and PayID Name

- 2.1 You can review the full list of PayID Types we support at humbank.com.au. We may update this list from time to time.
- 2.2 You may create a PayID as long as it is a supported PayID Type. Some PayID Types, for example Organisation IDs, are restricted to business customers and organisations. Only eligible customers will be able to create a PayID that is a restricted PayID Type.
- 2.3 You must satisfy us that you own or are authorised to use your chosen PayID before you can use it to receive NPP Payments. This means we may ask you to provide evidence to establish this to our satisfaction, whether or not you are already registered for any other mobile or online banking or online payment services with us.
- 2.4 Depending on the policy of a payer's financial institution, your PayID Name may be displayed to payers who send NPP Payments to you.
- 2.5 At the same time that you create your PayID, we will either enable you to:
- (a) confirm your selection of a PayID Name for display to payers; or
 - (b) select an alternative PayID Name, if you are a business, for display.

- 2.6 We will not permit the selection of a PayID Name that is likely to mislead or deceive a payer into sending you NPP Payments intended for another payee, or which for any reason is inappropriate.

3. Creating your PayID

- 3.1 Individuals and Sole Traders can create a PayID, using a mobile number or email address for receiving NPP Payments through Hume's internet banking and mobile banking platforms. Business customers can register aPayID using an ABN or Organisation ID by visiting us in branch, or by phone.
- 3.2 We will not create a PayID for you without your prior consent.
- 3.3 You may choose to create one or more PayIDs for your Account. You may, for example, activate two mobile numbers as PayIDs for receiving NPP Payments to your Account. You can only create a PayID using a mobile number or email address that is held with Hume, you can update your contact details through iBank.
- 3.4 If your Account is a joint account, you and each other joint account holder can create a unique PayID for the Account.
- 3.5 If you have Authorised Users on your Account, each Authorised User may create a unique PayID for the Account.
- 3.6 Once a PayID is created and linked to your Account, it may not be used in relation to any other account with us or with any other financial institution. See clauses 4 and 5 for details on transferring PayIDs.
- 3.7 The PayID service does not support duplicate PayIDs. If you try to create a PayID for your Account which is identical to another PayID in the service, you will see the following message: *[Unable to Register PayID]*. We cannot disclose details of any personal information in connection with duplicate PayIDs.

4. Transferring your PayID to another Account

- 4.1 You can transfer your PayID to another Account with us, or to an account with another financial institution, through Hume's internet and mobile banking platforms.
- 4.2 A transfer of your PayID to another Account with us will generally be effective immediately, unless we notify you otherwise.
- 4.3 A transfer of your PayID to another financial institution is a two-step process initiated by you and completed by that financial institution. If you have created a PayID using your ABN or Organisation ID, you will need to ask us to put your PayID into a "transfer state" and then complete the transfer via your new financial institution. If you have created a PayID using your mobile number or email, you can put your PayID into a "transfer state" through iBank and then complete the transfer via your new financial institution. Until the transfer is completed, NPP Payments to your PayID will be directed to your Account with us. If the other financial institution does not complete the transfer within 14 days, the transfer will be deemed to be ineffective and your PayID will remain with your Account. You can perform a transfer of your PayID at any time.
- 4.4 A locked PayID cannot be transferred: see clause 7.2.

5. Transferring your PayID from another financial institution to your Account

- 5.1 To transfer a PayID that you created for an account with another financial institution to your Account with us, you will need to start the process with that financial institution.

6. Closing a PayID

6.1 To close your PayID, log in to Hume's internet banking platform (iBank), click "Manage PayID" from the "My Options" menu, or select from the "Payments" menu in Hume's App.

6.2 You must notify us immediately if you no longer own or have authority to use your PayID.

7. Locking and Unlocking a PayID

7.1 We monitor PayID use to manage PayID misuse and fraud. By creating your PayID, you acknowledge and consent to us locking your PayID if we reasonably suspect the misuse of your PayID or use of your PayID to procure NPP Payments fraudulently.

7.2 Requests to lock and unlock a PayID must be made at any Hume Bank branch or by calling our Contact Centre on 1300 004 863.

8. NPP Payments

8.1 We will ensure that your PayID and Account details are accurately recorded in the PayID service.

8.2 Where we and the sending financial institution determine that an NPP Payment made to your Account is either a Mistaken Payment or a Misdirected Payment, we may, without your consent, and subject to complying with any other applicable Terms and Conditions, deduct from your Account an amount up to the original amount of the Mistaken Payment or Misdirected Payment. We will notify you if this occurs.

9. ePayments Code

9.1 We warrant that we will comply with the ePayments Code as it applies to your dealings with us.

10. Customer Owned Banking Code of Practice

10.1 We undertake to comply with the Customer Owned Banking Code of Practice as it applies to your dealings with us.

11. Privacy

11.1 By creating your PayID:

- (a) you authorise us to record your PayID, PayID Name and Account details (including full legal account name) (**PayID Record**) in the PayID service;
- (b) you authorise NPP participants which are payers' financial institutions to use your PayID information for the purposes of constructing NPP payment messages, enabling payers to make NPP Payments to you, and to disclose your PayID Name to payers for NPP Payment validation; and
- (c) to the extent that the creation and use of the PayID Record constitutes a disclosure, storage and use of your personal information within the meaning of the Privacy Law, you consent to that disclosure, storage and use.

12. Complaints

- (a) Disputes in relation to PayID can be lodged directly to Hume in person of any branch or by calling us on 1300 004 863.

- (b) We will keep you informed of the progress of all disputes and investigations. However, we may not notify you or keep you informed of certain investigations and disputes where we reasonably determine that doing so will, or is likely to, compromise the integrity of the investigation or PayID more broadly.
- (c) Where you are not satisfied with the outcome of a dispute or our handling of the matter, you may be able to pursue the matter further by referring it free of charge to the Australian Financial Complaints Authority by calling 1800 931 678, emailing info@afca.org.au, visiting www.afca.org.au or sending a letter to:
Australian Financial Complaints Authority
GPO Box 3
Melbourne, VIC 3001

13. Changes to terms

We may change these PayID Terms of Use or any documents referred to in these PayID Terms of Use at any time, which will be made available on our website www.humebank.com.au

14. Definitions

In these PayID Terms of Use:

Account means your account with us.

Authorised User means you and any person you have authorised to operate your Account.

Closed in relation to a PayID, means a PayID which is removed from the PayID service, and unable to be used for NPP Payments.

ePayments Code means the ePayments Code published by the Australian Securities and Investments Commission.

Locked in relation to a PayID, means a PayID which we have temporarily disabled in the PayID service.

Misdirected Payment means an NPP Payment erroneously credited to the wrong account because of an error in relation to the recording of the PayID or associated account information in the PayID service.

Mistaken Payment means an NPP Payment, made by a payer who is a 'user' for the purposes of the ePayments Code, which is erroneously credited to the wrong account because of the payer's error.

NPP means the New Payments Platform operated by NPP Australia Limited.

NPP Payment means a payment cleared and settled via the NPP.

Organisation ID means an identifier for a customer that is a business customer or organisation, constructed by us as the business name.

PayID means the identifier you choose to use to receive NPP Payments.

PayID Name means the name we give you or the name selected by you (with our approval) to identify you to Payers when your PayID is used to make an NPP Payment.

PayID service means the central payment addressing service which is available for addressing NPP Payments.

PayID Type means the type of identifier you select for receiving NPP Payments, which may be your mobile number, email address, Australian business number or Organisation ID (business name).

Privacy Law means the Privacy Act 1988 (Cth) and regulations made under the Act.

We, Hume, us and **our** means Hume Bank Limited ABN 85 051 868 556 AFSL and Australian Credit Licence No. 244248

You and **your** means a person who, at the time a PayID service is provided, is an individual or a business organisation that is our customer (or prospective customer).