

Quick Deposit Bags for Business Members, Conditions of Use

Effective from 1 August 2022



Queensland
Country
Bank

1. Acceptance

- 1.1 Please make sure you take the time to read all the Terms and Conditions outlined in this document. By using the Quick Deposit Bags, you agree to the Terms and Conditions outlined in this Conditions of Use. If you do not agree to these Terms and Conditions, please do not use the Quick Deposit Bag service.

2. How to use the Quick Deposit Bag

- 2.1 You are permitted to place only the below into the Quick Deposit Bag, in Australian dollar currency:
 - 2.1.1 Cash and/or
 - 2.1.2 Cheques and
 - 2.1.3 Deposit slips
- 2.2 You must read any additional information on the Quick Deposit Bag and follow all instructions listed on the bag.
- 2.3 Write the business name, account number, date and cash amounts that will be placed into the 'Cash Only Pouch' compartment, on the front of the Quick Deposit Bag.
- 2.4 Complete the information required on the Customer Receipt on the 'Non-Cash Pouch' compartment of the Quick Deposit bag, peel off and retain for your records.
- 2.5 The deposit slip must be correctly filled out to include the total amount of cash in the 'Cash Only Pouch' compartment and the total amount of all cheques that have been placed into the 'Non-Cash Pouch' compartment.
 - 2.5.1 Third party cheques will not be accepted in Quick Deposit Bags.
- 2.6 Cash must be placed in the 'Cash Only Pouch' compartment of the Quick Deposit Bag, and all cheques and the deposit slip needs to be placed into the 'Non-Cash Pouch' compartment of the Quick Deposit Bag. Both compartments must be sealed properly.

3. Lodgement of Quick Deposit Bag

- 3.1 Quick Deposit Bags must be handed to an officer of Queensland Country Bank at a Queensland Country Bank branch to be processed.
- 3.2 Queensland Country Bank reserves the right to refuse to accept a Quick Deposit Bag if it looks to be tampered with, is not sealed correctly, or if the deposit does not comply with the Conditions of Use.
- 3.3 If the value of all Quick Deposit Bags being processed on one business day for the same Membership is over \$10,000, identification needs to be provided to branch staff.
- 3.4 If you do not wait for us to count the bag, we will process your Quick Deposit Bag later in the day in accordance with Clause 4: Processing the Quick Deposit Bag.
- 3.5 If you wait for the bag to be counted, this will be treated as a normal deposit.
- 3.6 Quick Deposit Bags must be received by Queensland Country Bank no later than 3pm to be processed on the same business day.

4. Processing the Quick Deposit Bag

- 4.1 If the Quick Deposit Bag is received prior to 3pm and complies with the Conditions of Use, Queensland Country will credit the nominated business accounts on the same business day, with the value of both cash and non-cash components of the Quick Deposit Bag.
- 4.2 If the amount on the deposit slip differs to the amount counted by Queensland Country Bank staff, our count will be deemed the correct total value. Queensland Country reserves the right to adjust the amounts on the deposit slip and deposit the correct total value to the business account. In the event this occurs we will notify you of the discrepancy.
- 4.3 Delays in crediting your business account the value of the Quick Deposit Bag may occur when the bag has been prepared incorrectly or if a high volume of Quick Deposit Bags have been lodged.

5. Variations to the Conditions of Use

- 5.1 Queensland Country Bank reserves the right to change the Conditions of Use at any time by providing you with 30 days' written notice.

6. Our Liability

- 6.1 Queensland Country will not be liable for:
 - 6.1.1 Discrepancy between the Queensland Country count and your count relating to the contents of the Quick Deposit Bag.
 - 6.1.2 Loss or theft from the bag unless you have already handed it to a Queensland Country Bank staff member at a Queensland Country Bank branch.
 - 6.1.3 Any loss or damage you incur if you breach the Conditions of Use.
- 6.2 It is your responsibility to retain details of all non-cash items that are put into the Quick Deposit Bag.

7. Privacy

To be a Member of Queensland Country, the Anti Money Laundering and Counter-Terrorism Act 2006 (Cth) requires Queensland Country to collect and verify certain personal information including your name and either residential address or date of birth. We may ask you to supply other information in connection with your application which may not be required by law but Queensland Country may not be able to process and approve your application if it is not supplied. Subject to the Privacy Act 1988 (Cth), you may access personal information which Queensland Country holds about you at any time by asking. Information about how Queensland Country collects, holds, uses and discloses personal information is set out in our Privacy Policy, which is available at **queenslandcountry.bank/privacy-policy** and by request from our branches or by email.

8. Complaints

8.1 Internal Dispute Resolution

Queensland Country has an internal complaints handling process which has been established to resolve any complaints relating to our products and services or the complaints handling process itself, where a response or resolution is expected.

Any complaint you may have concerning Queensland Country should be directed to us in the first instance. If the person you are dealing with cannot resolve the issue, please ask to speak with their manager. If the issue is still not resolved, we encourage you to complete a Complaint Notification form available at any Queensland Country branch, although such notification is not required to be provided in writing.

Queensland Country will contact you to advise the procedures that will be followed in responding to your complaint.

Queensland Country will communicate with you throughout the complaint handling process. This will include a written response provided to you within 21 days of receiving your complaint. The purpose of this correspondence is to advise you of the final outcome, or if a final response cannot be made at this time, the reasons for the delay.

8.2 External Dispute Resolution

If you are not satisfied with our final response you may lodge a complaint, free of charge, with the Australian Financial Complaints Authority (AFCA). AFCA is an external dispute resolution scheme and can be contacted at:

Australian Financial Complaints Authority

Website: afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678

Post: GPO Box 3, Melbourne VIC 3001

Time limits may apply to complain to AFCA so you should act promptly or consult the AFCA website to find out if or when the time limit relevant to your circumstances expires.

If you have any complaints or disputes concerning the services provided by third parties or our business partners (including insurers or service providers) we encourage you to make enquiries direct with these third parties. Please contact us direct if you have any problems with the handling of third party complaints.

9. Customer Owned Banking Code of Practice

- 9.1 Customer owned banking delivers customer-focused, competitive services. Member-owned banks, credit unions and mutual building societies are customer owned financial institutions committed to putting their customers first.

The Customer Owned Banking Code of Practice, the code of practice for member-owned banking organisations, is an important public expression of the value we place on improving the financial wellbeing of our individual customers and their communities.

- 9.2 Our 10 Key Promises to you are:

1. We will be fair and ethical in our dealings with you
2. We will focus on our customers
3. We will give you clear information about our products and services
4. We will be responsible lenders
5. We will deliver high customer service and standards
6. We will deal fairly with any complaints
7. We will recognise customers' rights as owners
8. We will comply with our legal and industry obligations
9. We will recognise our impact on the wider community
10. We will support and promote this Code of Practice. You can download a copy of the Customer Owned Banking Code of Practice at queenslandcountry.bank/cobcop.

- 9.3 If you have a complaint about our compliance with the Customer Owned Banking Code of Practice you can contact:

Customer Owned Banking Code Compliance Committee

Post: PO Box 14240 Melbourne VIC 8001

Phone: 1800 367 287

Fax: 03 9613 7481

Email: info@codecompliance.org.au

Website: cobccc.org.au

The Customer Owned Banking Code Compliance Committee (COBCCC) is an independent committee, established in accordance with the Code, to ensure that subscribers to the Code are meeting the standards of good practice that they promised to achieve when they signed up to the Code. The COBCCC investigates complaints that the Code has been breached and monitors compliance with the Code through methods such as mystery shopping, surveys, compliance visits and complaint handling.

Please be aware that the COBCCC is not a dispute resolution body. To make a claim for financial compensation we recommend you contact us first. You can contact our external dispute resolution provider, the Australian Financial Complaints Authority, directly. However, they will refer the complaint back to us to see if we can resolve it directly with you before involving them.

10. Definitions

'Business day' means a day on which your respective Queensland Country branch is open for ordinary banking business but does not include a bank holiday or public holiday.

'Queensland Country' or 'Queensland Country Bank' means Queensland Country Bank Limited (ABN 77 087 651 027 AFSL 244 533).

'Quick Deposit Bag' means the bag Queensland Country Bank provides you for the purpose of deposits.

'Lodgement' means handing the Quick Deposit Bag to a Queensland Country Bank staff member at a Queensland Country Bank branch.

'You or Your' means the business member who uses the Quick Deposit Bags inline with the Conditions of Use set out in this document.

How to contact us

If you have any questions or need more information, please contact us:

Branch Visit our website for a listing of all our branches

Post PO Box 679, Aitkenvale QLD 4814

Phone 1800 075 078

Website queenslandcountry.bank

Email info@queenslandcountry.bank



Queensland Country Bank

Read with

This document is to be read in conjunction with: Financial Services Guide, Savings and Transaction Deposit Account Interest Rate Schedule, Fees and Charges Brochure.