

QuickSuper Bureau Instructed Payments

Product Disclosure Statement.

Issued by Westpac Banking Corporation ABN 33 007 457 141 Australian Financial Services Licence
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Accessibility support.

At any time, you can inform us how you would prefer to be contacted. If you are deaf and/or find it hard hearing or speaking with people who use a phone, you can reach us through the National Relay Service (NRS). To use the NRS you can register by visiting accesshub.gov.au/about-the-nrs

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

Important Information

This is an information document. Its purpose is to provide you with enough information to allow you to make an informed decision about the suitability of Westpac's QuickSuper product for your needs. It 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 any of the numbers listed at the end of this document.

If you decide to use Westpac's QuickSuper product, you should keep a copy of this Product Disclosure Statement and any associated documentation and any contract or arrangement you may have with the Bureau. You should also promptly tell us if at any time you experience financial difficulties.

This document is issued by Westpac Banking Corporation and is current as at 9 November 2023. The information in it is subject to change. Because this document forms part of the contract between you and us, its terms are legally binding on you in your dealings with us. Westpac will provide updated information by notifying you in writing, advertising changes in a national or local newspaper or by posting the information on our website. You can get a paper copy of any updated information without charge by calling us.

This document is intended for distribution in Australia only. Distribution of it in jurisdictions outside Australia may be restricted by law and persons who come into possession of it who are not in Australia should seek advice. If you are in Australia and have received it electronically, we will give you a paper copy on request, without charge. To obtain a copy, please contact us on any of the numbers listed at the end of this document. 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 its appropriateness having regard to your objectives, financial situation and needs. By providing this document, Westpac does not intend to provide financial advice or any financial recommendation. You should read and consider this document in its entirety carefully and seek independent expert advice before making a decision about whether or not this product is suitable for you.

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Terms we use in this document

In this PDS the following words have the following meanings outlined below:

Beneficiary means a superannuation fund to which payments are, or are to be made, under the QuickSuper Bureau Instructed Payment facility.

Bureau means the entity that you have engaged to instruct Westpac on your behalf as to amounts to be credited to nominated Beneficiaries.

Business Day means any day other than a Saturday, Sunday or public holiday on which Westpac is open for the type of business described in this PDS in the place at which the service is required to be made available.

Change in External Costs means the introduction of or an increase in Westpac's external costs directly relevant to the delivery of services under the QuickSuper Employer Service Agreement. Westpac's external costs include (for example) interest rates, interchange fees, external service provider's costs and industry scheme provider costs.

Change in Law means the introduction of, or a change in, any law, official directive, code of conduct, guideline, ruling or request or a change in its interpretation or application. If it does not have the force of law, it must be one with which responsible banks or financial institutions would comply. Without limitation, it includes any of these circumstances which relates to capital adequacy, special deposit, liquidity, reserve, prime assets, prudential requirements, interchange fees, customer identification, transaction reporting, anti-money laundering or counter-terrorism requirements, any goods and services tax or similar tax (but only to the extent it directly affects anything used in relation to the services under the QuickSuper Employer Service Agreement), or any other tax (except a tax on overall net income).

Cut Off Time means 4pm Sydney time each Business Day, or such other time as advised by Westpac from time to time.

EFT means electronic funds transfer from the Intermediary Account to Westpac via your online banking facility.

Fee Schedule means the schedule of fees set out in Schedule 1 to this document.

Financial Institution means the financial institution where you hold your nominated account.

Goods and Services Tax (GST) and GST Law have the meanings given to those terms in *A New Tax System (Goods and Services Tax) Act 1999*, as amended from time to time.

Intermediary Account means the intermediary account of the Employer.

Payment File means an electronic data file transmitted or to be transmitted by you to Westpac containing instructions for multiple payments.

PDS means this Product Disclosure Statement.

QuickSuper Bureau Instructed Payment facility means the facility described in this PDS under the heading "Overview of the facility".

QuickSuper Bureau Service Agreement means the agreement between you and the Bureau by which the Bureau agrees to process amounts to be credited to nominated Beneficiaries.

Related Bodies Corporate has the meaning given to that expression in the *Corporations Act 2001* (Cth).

Tax Invoice has the meaning given by the GST Law.

Westpac means Westpac Banking Corporation (ABN 33 007 457 141).

Westpac Group means Westpac Banking Corporation and its Related Bodies corporate.

Terms and conditions

Use of the QuickSuper Bureau Instructed Payment facility by you is governed by the terms and conditions set out in this PDS and any contract or arrangement you may have with the Bureau.

QuickSuper Bureau Instructed Payment facility at a glance

Summary	
Issuer	Westpac Banking Corporation (Westpac, we or us)
Description	The QuickSuper Bureau Instructed Payment facility is a facility whereby you can make non-cash payments to superannuation funds under arrangements with an intermediary (a Bureau) to instruct us in relation to those payments on your behalf.
Fees and Charges	<p>You are responsible for paying:</p> <ul style="list-style-type: none">• any fees and charges set out in the Fee Schedule; and• any fees and charges imposed on you by your Financial Institution <p>If we introduce a new fee or charge which is payable by you in relation to this facility we will give you at least 30 days' notice. Information on current standard fees and charges and any interest rates is available on request.</p>
Key benefits	<ul style="list-style-type: none">• Increased efficiency in processing payments.• Payments can be made to multiple beneficiaries.• Many existing costs (such as cheque issuance, cheque reconciliation, printing and postage) are eliminated.• QuickSuper operates in a secure electronic environment.
Key risks	<ul style="list-style-type: none">• You are responsible for any acts or omissions of the Bureau in connection with the facility; for meeting any obligations imposed by the Bureau; and for providing payment details to the Bureau in the format required by the Bureau.• Westpac may suspend or terminate the Bureau's access on certain grounds.• You are responsible for the accuracy of the information as outlined on page 6, which you provide to Westpac via the Bureau, and for providing that information in the correct format and error-free. Failure to do so may mean payments are not processed correctly or on time.• If payment is not received by QuickSuper the relevant payment to the Fund will not be made.

Overview of the facility

QuickSuper Bureau Instructed Payments is a facility that enables you to arrange payments to third parties. You instruct the Bureau what payments you would like to make and the Bureau passes those instructions on to Westpac on your behalf through a Payment File. In order for us to process the Payment File, you must transfer to us the total amount of all payments contained in the Payment File by making an EFT payment to us through the online banking facility provided by your Financial Institution.

The amounts will then be paid to your nominated Beneficiaries. The Payment File will specify who the Beneficiaries are.

How QuickSuper Bureau Instructed Payment Facility works

The Bureau prepares a Payment File of all the payments to be made and attaches information needed by the Beneficiary to reconcile the relevant payment(s). The Payment File is transmitted to Westpac's QuickSuper system by the Bureau. Funds received by Westpac will be held in a client money trust account.

Westpac then effects payments to the Beneficiaries and sorts the information supplied with each payment (member name, member number, contribution type, date of birth) and delivers it to the Beneficiary so they can effect reconciliation.

You should take into account any clearance times imposed by your Financial Institution and nominated Fund when making payments using QuickSuper.

Benefits

(a) Increased efficiency.

- Use of a Bureau enables smaller organisations, which may not have the systems capacity directly to access Westpac's QuickSuper system, to obtain similar benefits to those organisations that use our QuickSuper facility directly.
- Saves on the time taken to prepare and deliver payments and associated information to Beneficiaries, as no more company cheques, paper lists, diskettes/tapes, mailing, faxing or e-mailing member data files separately to each Beneficiary is required.

(b) Multiple Beneficiaries.

Payments can be made to any Beneficiary's account at any bank, building society or credit union.

There are a number of superannuation funds currently registered as Beneficiaries in QuickSuper in a master database. If we don't have a Beneficiary on our master database (including Beneficiaries that are self-managed superannuation funds) it can be added at the Bureau's instruction to the QuickSuper portal.

(c) Reduced Costs.

QuickSuper will enable you to eliminate many of your existing costs (including cheques, cheque reconciliation, envelopes, printing and postage) associated with making payments to many Beneficiaries and should also reduce banking and office administration charges.

(d) Security and Control.

- Westpac will only process a payment when we have successfully matched a payment to an authorised contribution file.
- QuickSuper is operated via Westpac's secure electronic banking network. Security features include data encryption, file compression, block validation of transmitted data, and audit trail reporting.

Risks

(a) Suspension or Termination by Westpac.

Westpac is entitled to suspend and/or terminate the Bureau's use of QuickSuper on certain grounds. This may include where Westpac identifies fraudulent transactions being processed by the Bureau. We will endeavour to provide you with reasonable notice wherever possible.

Westpac may also suspend the Bureau's access to the service where, for example, scheduled maintenance or technical problems with the QuickSuper service arise.

Westpac will not be liable to you or any third parties for any loss or damage suffered by you if the Bureau's access to the QuickSuper service is suspended or terminated by Westpac.

(b) Information you give the Bureau.

You are responsible for:

- providing payment details to the Bureau in the format required by the Bureau (note that Westpac may make reasonable changes to the required format of Payment Files at any time, and this may mean the Bureau needs to ask you for information in a different format); the accuracy and correctness of the information you provide to the Bureau; and
- anything the Bureau does, or does not do, in connection with the facility.

Westpac is not responsible for the security of information you give the Bureau while that information is held by the Bureau. The Bureau, not Westpac, will be responsible for maintaining back-ups of Payment Files transmitted to Westpac by the Bureau.

If incorrect data is transmitted by the Bureau in the correct format, then the payments contained in that data will be made and you will be bound by the Bureau's instructions to Westpac.

(c) Errors.

If a Payment File transmitted by the Bureau contains technical errors that prevent Westpac from accessing or processing the Payment File, Westpac will notify the Bureau that the Payment File has been rejected. Westpac has no obligation to notify you. It is up to you to ensure your arrangements with the Bureau cover what will happen in those circumstances.

For the file to be processed, the Bureau will need to correct the errors and re-transmit the Payment File to Westpac for processing. Unless the Bureau does so, Westpac has no obligation to process the Payment File.

(d) Delays.

Westpac only processes the Payment Files it receives from the Bureau prior to the Cut Off Time on each Business Day. You are responsible for ensuring that:

- The Bureau transmits a Payment File before the Cut Off Time on any given Business Day; and
- All payments you want made are contained in the Payment File transmitted by the Bureau.

There may be delays in processing payments to the Beneficiaries where:

- you do not give the Bureau all the information it needs to prepare a Payment File in the correct format or within the timeframe required by the Bureau;
- the Payment File is sent by the Bureau on a day which is not a Business Day or the Payment File is received by Westpac either on a day which is not a Business Day or after the Cut Off Time on a Business Day; or
- the Payment File contains errors.

Stopping of transmitted Payment Files

You can request the Bureau to cancel a Payment File on your behalf provided you do so before the funds have been released to the Beneficiary.

Westpac will use reasonable endeavours to stop processing of a Payment File if that request is received by Westpac prior to the Cut Off Time. However, if Westpac does not stop the processing it has no liability to you.

The Bureau can instruct Westpac to stop processing a Payment File for any reason. Westpac is not responsible for checking the Bureau's reason for stopping the Payment File or for verifying that you are aware of the Bureau's instructions.

If you want a Payment File stopped you must contact the Bureau promptly. Westpac will use reasonable endeavours to stop the processing of a Payment File if that request is received by Westpac from the Bureau prior to the Cut Off Time, and will notify you where it has not been able to cancel a Payment File. However, if Westpac is unable to stop the processing of a Payment File, it has no liability to you or to the Bureau.

Advertising and promotional materials

You must not use any material advertising or promoting the QuickSuper Bureau Instructed Payment facility (for example brochures distributed to staff, text in staff magazines or bulletins or on your company intranet) unless that material has been approved by Westpac (which will not be unreasonably withheld or delayed).

Fees and charges

Westpac may at any time review these fees and charges or introduce a new fee or charge. Westpac will give notice of any changes in writing, which will be presented to you when you next attempt to access QuickSuper via web self-service, or by advertisement in a newspaper at least 30 days prior to the day on which the new or varied fee or charge takes effect. Westpac can also publish the changes on the QuickSuper website.

Notwithstanding anything in the previous paragraph, where Westpac determines (acting reasonably) that a Change in External Costs which is outside of Westpac's control has the effect of increasing Westpac's costs of providing the services under QuickSuper, then Westpac may vary the fees and charges. If Westpac does, it will give notice of any changes in writing, which will be presented to you when you next attempt to access QuickSuper via web self-service, or by advertisement in a newspaper at least 30 days prior to the day on which the new or varied fee or charge takes effect. Westpac can also publish the changes on the QuickSuper website. A variation will be effective from the date specified in the notice.

You are responsible for paying:

- any fees and charges set out in the Fee Schedule;
- any fees and charges imposed on you in the QuickSuper Bureau Service Agreement; and
- any fees and charges imposed on you by your Financial Institution.

If we introduce a new fee or charge which is payable by you in relation to this facility we will give you at least 30 days' notice. Information on current standard fees and charges and any interest rates is available on request.

Westpac will make available on a monthly basis a billing statement in the form of a Tax Invoice itemising all fees, charges, taxes and expenses payable by you for the previous month.

Goods and Services Tax

Unless stated differently in any fee schedule, the amounts payable to Westpac in connection with your use of QuickSuper do not include any goods and services tax or similar tax by whatever name called ("GST").

To the extent that anything done or to be done under or in connection with the provision of QuickSuper to you by Westpac constitutes a taxable supply for the purposes of any GST legislation, the amounts payable or to be provided in relation to that supply will automatically increase to include an additional amount on account of GST, such amount will be calculated by multiplying the value of the amount payable or to be provided by you for the relevant taxable supply by the prevailing GST rate. Any additional amount paid or payable on account of GST shall be calculated and shall be payable by you without any deduction or set-off of any amount payable by Westpac to you.

If, after a supply is made in connection with QuickSuper, it is determined on reasonable grounds that the amount of any GST paid or payable by Westpac to the Commissioner of Taxation on that supply differs for any reason from the amount of GST recovered from you the amount of GST recovered or recoverable from you shall be adjusted by Westpac repaying to you the amount of the overpayment or by you paying to Westpac the amount of the underpayment, as the case may be.

The Banking Code of Practice

Westpac has adopted the Banking Code of Practice (Banking Code). The Banking Code sets out the standards of practice and service for Australian banks to follow when dealing with certain customers.

If we provide you with a 'banking service' and you are an 'individual' or a 'small business' (each term as defined in the Banking Code), the relevant provisions of the Banking Code will apply to the banking service described in this PDS.

You can obtain a copy of the Banking Code from Westpac's website or any of our branches. Please let us know if you would like to discuss whether or not the Banking Code will apply to you. Our contact details are set out on page 11.

Westpac recommends that its customers:

- inform Westpac promptly if they are in financial difficulty; and
- carefully read the terms and conditions applying to each banking service including those referred to in this PDS.

Privacy Obligations

This clause applies if personal information (including of any staff or authorised users of the Service) is provided to Westpac by or on behalf of the Client or collected directly by Westpac in relation to any Service (Services PI).

With respect to Services PI, in addition to complying with its own obligations under the Privacy Act, the Client must:

- a) take reasonable steps to notify (or, if requested, assist Westpac to notify) each individual whose personal information may be collected by or provided to Westpac that Westpac will collect, use and disclose Services PI in accordance with the Westpac Privacy Statement, which can be found at westpac.com.au/privacy/privacy-statement or obtained by contacting your Relationship Manager or Westpac representative;

- b) with respect to any incident or data breach involving Services PI:
 - i. immediately notify Westpac in writing to your Relationship Manager; or
 - ii. provide such assistance as Westpac may reasonably request, or comply with any reasonable direction Westpac may give, regarding notification or resolution of any incident or data breach (however arising).

To the extent that it applies, the Client must comply with the *Privacy Act 1988* (Cth) in relation to any personal information it provides to Westpac in connection with this Agreement, and if the Client engages in activities in a jurisdiction other than Australia, it must comply also with the applicable privacy laws in that jurisdiction.

Privacy Statement

(for individuals whose personal information may be collected – in this clause referred to as “you”)

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 westpac.com.au/privacy/privacy-statement or by calling us through your relationship manager or Westpac representative. 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 a 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.

External service providers

While Westpac will remain responsible for the performance of its obligations, 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 the Westpac Privacy Statement which is available at westpac.com.au/privacy/privacy-statement (as updated from time to time).

How to get additional assistance

If you would like additional explanation of this PDS, have a question or a problem, you can contact Westpac by calling 1800 800 388, 24 hours, 7 days a week from anywhere in Australia.

If you have a problem or dispute

Getting your complaint heard.

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.

You can contact us 24 hours a day, 7 days a week from anywhere in Australia, by:

Telephone: 1300 130 467

E-mail: Go to our website, westpac.com.au and click on “Contact Us”.

Mail: GPO Box 5265, Sydney NSW 2001

If you are not satisfied with our response, you may be able to lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA's contact details are:

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

The Australian Securities and Investments Commission also has an information line on 1300 300 630 which you can call to discuss your complaint and obtain information about your rights.

Westpac Banking Corporation contact details

Go to our website, westpac.com.au and click on "Contact Us".

Schedule 1

QuickSuper Bureau Instructed Payments Fee Schedule.

This is the Fee Schedule referred to in the Product Disclosure Statement for QuickSuper Bureau Instructed Payments issued by Westpac Banking Corporation ABN 33 007 457 141 Australian Financial Services Licence and Australian credit licence 233714 effective 9 November 2023.

Fee Description	Item Type	Charge Cycle	Price (Including GST)
QuickSuper Monthly	QSMONFEE	Monthly	\$0.00
QuickSuper Establishment	QSESTFEE	Once only	\$0.00
QuickSuper Fund Return	QSRETURN	Per fund return	\$0.00
QuickSuper Trace Request	QSTRACE	Per trace	\$0.00
QuickSuper Contribution (EFT)	QSTFEFT	Per transaction	\$0.00



Westpac acknowledges the traditional owners as the custodians of this land, recognising their connection to land, waters and community. We pay our respect to Australia's First Peoples, and to their Elders, past and present.

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