

### **General Terms and Conditions applicable to all standard Fixed Term Deposits**

- Fixed Term Deposits are made on the basis of your agreement to deposit your funds with us for a fixed period of time at a guaranteed rate of interest. The Interest rate will not change during the term.
- Interest is calculated daily on the total balance and paid as indicated.
- A Fixed Term Deposit is made on the basis that it is not withdrawn before the date of maturity. However you may redeem a Fixed Term Deposit prior to maturity (in whole or in part), by providing us with up to 7 days written notice and subject to an interest penalty on the portion withdrawn backdated to the date of the deposit. Refer to our General Terms & Conditions.
- The amount on deposit can only be increased on maturity. Access to deposit or redeem funds can only be done through our office.
- We will notify you that your Fixed Term Deposit is maturing approximately two weeks prior to maturity. This will allow you to alter your original maturity instructions should you choose to, otherwise your original instructions will be acted on. If no instructions are received, the Fixed Term Deposit will be reinvested for the same time period but at the interest rate current as at the date of maturity.

### **General Terms and Conditions applicable to all standard at call Savings Accounts**

- Accounts are only available to Members who hold the required one Membership Share in Fire Service Credit Union Ltd (FSCU). There is no minimum account balance requirement.
- Deposits of any amount may be made to Savings Accounts electronically where available, personally at FSCU and via Bank@Post. Fees may apply, please refer to our Fees and Charges Schedule. Proceeds of any cheques or other items drawn within Australia deposited to the account are subject to a clearance period of 4-10 working days.
- Withdrawals in cash up to \$1,000 per day may be made at our office. Cash amounts in excess of \$1,000 will require 24 hours notice. Withdrawals through ATM/EFTPOS are subject to limits. Cheque withdrawals of any amount may be made. Withdrawals may also be made by Periodical Payment, Direct Debit, via Internet Banking, or via Mobile Banking app. Direct Debits can be cancelled by contacting FSCU or the Direct Debit supplier.

### **General Information for all products and services**

- The provisions of the Customer Owned Banking Code of Practice apply to these products and services.

- FSCU complies with the Privacy Act 1988 and the Australian Privacy Principles. Our Privacy Policy is available from our website [www.fscu.com.au](http://www.fscu.com.au) or our office.
- Account statements will be provided monthly if you have an overdraft facility on your account. In all other cases we provide a statement at least every six (6) months.
- Operation on accounts will be governed by the signing authority provided to FSCU when the account was opened which specifies who is authorised and whether the account is single or joint.
- FSCU may change the Terms and Conditions of Use, change the fees that apply, or impose new fees. For further information refer to our General Terms and Conditions on our website or in our office.
- The Financial Claims Scheme (also referred to as the Australian Government Deposit Guarantee) protects deposit accounts with funds in Australian dollars up to a limit of \$250,000 for each account holder at each bank, building society, or credit union incorporated in Australia and licensed by APRA. In the event of an ADI insolvency, account holders will be allowed quick access to deposits that are protected under the FCS. More information is available at [www.fcs.gov.au](http://www.fcs.gov.au)
- FSCU has an internal dispute resolution process and is also a member of an independent external dispute resolution scheme. Our internal system can be accessed by telephone, email, fax, in writing, via our website, or in person. In many cases this leads to a successful resolution. However, if you are unhappy with any decision or our handling of your complaint, your complaint may be referred for external resolution to:

- The Australian Financial Complaints Authority
  - Online: [www.afca.org.au](http://www.afca.org.au)
  - Email: [info@afca.org.au](mailto:info@afca.org.au)
  - Phone: 1800 931 678 (free call)
  - Post: GPO Box 3, Melbourne Vic 3001

## **SAVINGS AND INVESTMENTS**

### **Schedule of Interest Rates**



**As at 23/11/2018**

**22 Chancery Lane, Adelaide SA 5000**

**Phone: 08 8227 2222 Fax: 08 8227 2422**

**[www.fscu.com.au](http://www.fscu.com.au)**

ABN 17 087 651 152

AFSL 237515

Australian Credit Licence 237515

## SAVINGS ACCOUNTS

Account Type	Account Code	Interest Rate p.a.		Account Features & Interest payment details
General Savings Account	S1	0.00%		Account accessed by Visa Debit Card, Internet Banking, Mobile Banking, or in branch Interest calculated daily on the total balance, and paid annually on May 31. This interest rate also applies to accounts designated as S2, S3, S4, S6, S10 and credit balances in S28, S29, S30 accounts. Member cheque book available. Overdraft facility available.
High Return Savings	S5	1.25%		Interest calculated daily on the total balance, and paid monthly. Funds available at call. One free withdrawal per month
Christmas Savings	S7	0.75%		Interest calculated daily on the total balance, and paid annually on October 31. Withdrawals allowed between November 1 and January 31 only.
Investment Savings	S8	\$0-\$4999	0.00%	Interest calculated daily on the portion of the balance within each tier, and paid May 31 and November 30
		\$5000-\$19,999	0.25%	
		\$20,000-\$49,999	0.50%	
		\$50,000	1.00%	
Junior Firefighter	S12	1.50%		<b>Child's account</b> – special savings account for members under 18 years of age Interest calculated daily on the total balance and paid May 31 and November 30.
Retiree Access	S20	\$0-\$1,999	0.50%	<b>Special account for Retired Members</b> Account accessed by Visa Debit Card, Internet Banking, Mobile Banking, or in branch Interest calculated daily on the portion of the balance within each tier and paid monthly. Member cheque book available.
		\$2,000-\$49,999	1.00%	
		\$50,000+	2.00%	
		Effective from 17 <sup>th</sup> Dec 2018		
Business Account	S21	0.00%		Interest calculated daily on the total balance, and paid annually May 31. Member cheque book and overdraft facility available

## FIXED TERM DEPOSITS

Account	Account Code	Interest rate p.a.			Interest payment details
12 months, monthly interest	I1	2.40%	Minimum deposit \$10,000		Interest paid monthly
		<\$5000	\$5000 - \$24999	\$25,000+	
3 months	I3	1.50%	2.20%	2.25%	Interest paid at maturity
6 months	I5	1.50%	2.15%	2.20%	Interest paid at maturity
12 months, quarterly interest	I10	1.50%	2.10%	2.15%	Interest paid quarterly
12 months, interest at maturity	I12	Minimum deposit \$5000		2.50%	Interest paid at maturity