

Lysaght Credit Union Ltd



PRODUCT DISCLOSURE STATEMENT

Savings Accounts
Payment Services
Term Deposits

Part 1 Product and Services Summary

Lysaght Credit Union Ltd
ABN 79 087 650 226

AFSL No. 244520

Product Disclosure Statement (PDS)

Date: 2 April 2019

This PDS is current from the above date. This document must be read in conjunction with the Terms and Conditions, Schedule of Fees & Charges and Schedule of Interest Rates.

Lysaght Credit Union Product Disclosure Statement (PDS)

Your PDS provides information about Lysaght Credit Union Savings Accounts, Payment Services and Term Deposits to help you make an informed decision on whether to open an account with us.

Your PDS is in four (4) parts:

- Part 1-Products and Services Summary
- Part 2-Terms and Conditions
- Part 3-Schedule of Fees and Charges; and
- Part 4-Schedule of Interest Rates.

Statement of Advice

If we provide you with personal advice on Consumer Credit Insurance, you will receive a Statement of Advice (SOA) which sets out the information you have given us regarding your requirements and the advice we have given you on the product. The SOA will confirm the advice and assist you in understanding why the advice was given.

Financial Services Guide

For general information on our full range of products and services, see our Financial Services Guide. Details on our rules, constitution and how to join are available on request.

Member Care Statement

Please read your PDS and its Terms and Conditions carefully. Always retain a copy of the PDS for future reference. Each relevant provision of the Customer Owned Banking Code of Practice will apply to Savings Accounts, Payment Services and Term Deposits.

Financial Claims Scheme (FCS)

The FCS was established in October 2008 and is designed to protect depositors by providing them with timely access to their deposits, up to a defined amount, in the event that their institution becomes insolvent and is placed into liquidation.

Members holding savings accounts and term deposits as outlined in this PDS may be entitled to a payment under the FCS. Access to this scheme is subject to a limit for each depositor. Further information about the scheme can be obtained from the APRA web site at www.apra.gov.au and the APRA hotline 1300 13 10 60.

Lysaght Credit Union Savings Accounts

You can choose from a range of Lysaght Credit Union Savings Accounts to suit your needs. These accounts allow you to complete transactions over the counter at any of our Branches.

Access Accounts

Product Features, Benefits and Risks:

S1 – Savings; S2 – Budget, S4 – Shares & S8 – Club Account

Our Savings Accounts offer you:

- Easy access to your funds.
- Funds at call.
- Daily interest paid quarterly.
- Tiered rates.
- Fee free transactions over the counter.
- A range of payment services available.

S10 – Deeming Account

Our Deeming Account offers you:

- Easy access to your funds.
- Funds at call.
- Daily interest paid monthly.
- Interest on proportional balances.
- Higher rate of interest.
- Fee free transactions over the counter.
- A range of payment services available.

S7 – Business Account

Our Business Account offers you:

- Easy access to your funds.
- Funds at call.
- Daily interest paid quarterly.
- Tiered rates.
- Charges apply. Please refer to Part 3 of this PDS-Schedule of Fees and Charges.

Special Purpose Accounts

Product Features, Benefits and Risks:

S3 – Christmas Club

Our Christmas Club Account offers you:

- Funds available at Christmas.
- Restricted access during the year.
- Tiered rates.
- Daily interest paid quarterly.

S6 – NOW Saver

Our NOW Saver Account offers you:

- Encouragement to save for the long-term.
- Higher rate of interest.
- Daily interest paid quarterly
- Minimum transaction amount of \$200 for deposits or withdrawals.

Interest Rates

For full details of our Interest Rates please refer to the Schedule of Interest Rates that form Part 4 of this PDS.

Fees and Charges

Lysaght Credit Union does not charge entry fees or exit fees however you may incur fees for the use of Payment Services attached to any savings account.

If any savings account becomes illegally overdrawn you may be charged overdrawn interest on the daily outstanding balance.

For full details of our Fees and Charges please refer to the Schedule of Fees and Charges that form Part 3 of this PDS.

Terms and Conditions

For full details of the Terms and Conditions governing the operation of any Savings Account, Payment Service or Term Deposit please refer to the Terms & Conditions which form Part 2 of this PDS.

Lysaght Credit Union Payment Services

You can use and access your Savings Accounts via:

- Cheque Facility.
- VISA Debit Card (ATM & EFTPOS).
- Telephone Banking.
- Internet Banking.
- LCU App
- BPAY.
- Periodical Payments.

Product Features, Benefits and Risks:

Cheque facility

- Make payments for goods and services.
- Portable method of payment.
- Control of payment.
- Not always accepted as personal payment.
- No control of presentation date.
- Payment will not be made if there are insufficient or unclear funds.
- Not properly safeguarded cheques may be the subject of unauthorised use or alteration for which you may be liable.
- Dishonour fees.
- Stop payment fees (if cheque presented).

VISA Debit Cards

- Non-cash payment facility which can be used to perform transactions on one of your Access Accounts.
- Cash withdrawals.

- 24 hours 7 days a week access, any VISA ATM around the world.
- Electronic funds transfer point of sale (EFTPOS) within Australia or via the VISA network around the world.
- Use own funds.
- Convenience of not carrying cash.
- Set limits per day per card.
- Unless the proper precautions are taken, there are risks that your card may be lost, stolen or used without your permission.
- Although the Credit Union takes all precautions, the security of electronically initiated transactions cannot be guaranteed.
- You may be liable for unauthorised use of your card.
- The Terms and Conditions document which is Part 2 of this PDS contains information regarding your liability for unauthorised use of the card and ways in which you can minimise the risk of a security breach.
- Transaction and monthly fees can apply. Refer to Part 3 of this PDS-Schedule of Fees and Charges.

Telephone Banking

- Requires code to access.
- Convenient 24 hours 7 days a week access.
- Transact between accounts under your own membership.
- Obtain transaction and balance information.
- BPAY access.
- No access fee.

Internet Banking

- Initial registration required.
- Requires password and icons to access.
- Convenient 24 hour access.
- Transact between accounts under your own membership.
- View and print transaction and balance information.
- You can transfer to another membership account subject to maximum daily limits.
- BPAY access.
- You can transfer to external institutions subject to maximum daily limits.
- Fee applies. Please refer to Part 3 of this PDS-Schedule of Fees and Charges.
- Although the Credit Union takes all precautions with respect to Internet transactions, the security of electronic funds transfer transactions can never be guaranteed.
- Particularly in electronic mediums such as the Internet, there is always the risk of interception of data by a rogue or hacker.

LCU App

- The LCU App is not a stand-alone product. It is an additional feature of Online Banking and is available to members who have registered for Online Banking
- App features include:
 - Account Balances
 - BPAY® Payments
 - Quick Balance
 - Account Transfers
 - EFT payments
 - Card Management
 - Product Information
 - Product Rates
 - Loan Calculator
 - RediATM locator
- There is a maximum daily limit of \$1,000 for BPay, EFT or pay another member transfers via the LCU App.
- The LCU App is protected by an extended validation SSL Certificate which offers the highest degree of authentication and SSL protection.
- All App users must comply with the LCU App, Online Banking & Account terms & conditions.

BPAY Facility

- Electronic payment facility that enables you to pay bills to participant billers over the counter, the telephone or on the Internet or in such other medium as we advise you from time to time.
- Access 24 hours a day.
- Flexibility of payment date.
- Payment will not be made if there are insufficient or unclear funds.
- Although the Credit Union takes all precautions with respect to BPAY transactions, the security of electronic funds transfer transactions can never be guaranteed.
- Ensure correct biller code and/or customer reference number is entered.
- Ensure correct amount of bill for payment is entered.
- For ways in which you can minimise the risk of a security breach please refer to clauses 4 and 10 in the BPAY section of the Terms and Conditions which form Part 2 of this PDS.

Periodical Payment

- Both internal and external regular payments from a nominated account.
- Minimum of 3 attempts to make payment against nominated account.
- After 5 payment attempts, no funds no payment.
- No fee for payments.

You can also arrange:
Direct Credits
Direct Debits

Product Features, Benefits and Risks:

Direct Credit

- May be regular, irregular or one off payments.
- Payment direct into an account.
- Forwarded as cleared funds.
- Requires correct BSB and account details.
- Allow 24 to 48 hours for receipt of funds.
- Payment may be further delayed due to processing problems.

Direct Debit

- Convenient method of payment.
- Regular frequency.
- Limited control of payment date.
- Payment will not be made if there are insufficient or unclear funds.
- Fee if payment dishonored.

Lysaght Credit Union Term Deposit

You can choose term deposit terms to suit your needs.

Product Features, Benefits and Risks

- Minimum deposit \$1,000.
- Terms between 3 and 12 months.
- The interest rate is fixed for the term of the deposit.
- Interest is calculated daily and can be paid monthly or at maturity.
- No fees or charges are applicable to your term deposit account.
- Market interest rates may rise or fall over the term of your investment.
- If interest rates rise the investment continues to earn the lower rate.
- You may be required to give up to 24 hours written notice to withdraw any funds prior to the maturity date of your term deposit.
- If you do withdraw your investment or part investment before the end of the term you will incur a penalty and be paid a reduced rate of interest. Please refer to our Schedule of Fees and Charges which form Part 3 of this PDS for this rate.
- The amount invested in a term deposit can only be increased on maturity.

Lysaght Credit Union Under 18 Term Deposit

A special term deposit is available for members under the age of 18.

Product Features, Benefits and Risks

All features, benefits and risks are identical to the above term deposit except for the following:

- Minimum deposit \$500.
- Maximum deposit \$4,999.
- Term is either 3, 4, 5, or 6 months.
- The interest rate is fixed for the term of the deposit and can only be paid at maturity.
- You are permitted to make one (1) additional deposit during the term of the investment.

Your Privacy

Please see our Privacy Brochure for details on the Credit Union's member privacy policy and procedures.

If You Have a Complaint

Contact:
The General Manager at our Wollongong office on (02) 4226 5900

If you need further assistance, you can use our internal dispute resolution service: see our Dispute Resolution Brochure for details.

We are also a member of the Australian Financial Complaints Authority (AFCA).

Should you feel that your dispute with us has not been satisfactorily resolved you may contact the AFCA and have the matter independently resolved. They may be contacted by:

Australian Financial Complaints Authority
GPO Box Melbourne VIC 3001
Toll Free Call: 1800 931 678

How to Contact Us

Please contact us or give instructions in relation to any of your credit union accounts by:

Mail:	Lysaght Credit Union Ltd 13 Auburn Street Wollongong
Phone:	(02) 4226 5900
Fax:	(02) 4229 6099
Email:	enquiries@lysaghtcu.com.au
Website:	www.lysaghtcu.com.au
Branches:	Bluescope Steel – Springhill Springhill Road Port Kembla (02) 4275 6988