

# Important changes are coming.

**Changes to your Nexus Mutual  
membership, accounts and services.**

Effective 7 June 2020.

 **Nexus Mutual**  
Powered by BeyondBank



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# Welcome to Beyond Bank Australia.

On behalf of Beyond Bank Australia I would like to welcome you as our member.

The merger between Nexus Mutual and Beyond Bank Australia (Beyond Bank) took place on 1 March 2020. It was a positive step for all, marking a new beginning for Nexus Mutual members and staff.

It is very important to us that we remain 100% owned by our members and that our profits continue to be returned to our members in the form of better services, innovation and advances in technology.

To help you understand how your membership and accounts will work with Beyond Bank, we're providing you with a comprehensive overview that we hope will guide you as you start to use your accounts and cards with us.

## A better world is important to us.

We are one of the largest customer-owned banks in Australia, putting people before profit for over 60 years. We strive to go beyond for our members. To create and return value, and through this, change lives.

Our vision is to be the leading customer-owned financial services group, renowned for enriching the lives of our members and their community. Quite simply, the best local bank.

Strengthening communities is fundamental to what we do. Since 2007, we have invested more than \$25 million in local communities through the Beyond Bank Australia Foundation, sponsorships, fundraising events, donations and our advocacy program.

We are also proud to be Australia's first B Corp certified bank. B Corps use their business as a force for good by balancing profit and purpose.

## We're here to help.

While you can continue to call the Nexus Mutual team directly on **03 9608 8300** (Melbourne) or **03 5142 1800** (Sale) after 7 June 2020, you also have the option to seek assistance from the team in our Customer Relationship Centre on **13 25 85** from Monday to Friday 8.30am to 8.30pm and Saturday 9.30am to 3.30pm AEST, or visit **[beyondbank.com.au](https://beyondbank.com.au)**

We look forward to extending our banking services to your community.

Yours sincerely,



**Robert Keogh**  
Chief Executive Officer

# What to expect.

This booklet outlines important changes to your membership and accounts as well as information on some great new products and services that will be available to you from 7 June 2020 (7 June). Whilst we have endeavoured to make the whole process as seamless as possible, there are some important changes that we need to communicate with you.

We encourage you to read this brochure to help you understand the changes you will experience. We understand that you may need to clarify some of the information and encourage you to contact our team for any assistance.

We recommend you keep this brochure and the covering letter in a safe place for reference, as you may not notice some of the changes initially and may need to refer to them in the future.

In addition, you will also find that we have provided you with a copy of our new *Product Guide* and *Financial Services Guide*, all of which become effective 7 June.

# We're in this together.

Nexus Mutual and Beyond Bank are mutually dedicated to delivering a sustainable future for members, staff and the communities in which they live and work. As a 100% customer-owned bank, people remain at the heart of everything we do, with profits continuing to benefit our members.

By coming together, we are strengthening our capabilities, products, services, technology, and most importantly, our communities, into the future.



# Introduction of new products and services.

From 7 June, you'll have access to an increased range of services and benefits including:

- **Life Membership**

Unique Life Membership package which offers benefits for those members who have achieved a total of 20 years continuous membership (including your membership with Nexus Mutual). See Page 24 for details.

- **Card controls**

Internet Banking and the Beyond Bank Mobile Banking App allow you to control the settings on your online and in-store purchases, insert card alerts and change your card PIN, and more - all from the palm of your hand.

- **Wealth management**

Through Beyond Bank Australian Wealth Management, we can provide tailored advice in areas such as life insurance, superannuation, retirement planning, wealth accumulation, gearing, self-managed superannuation fund and aged care.

- **Business accounts**

Specialist Business Banking Managers who can assist with your Business Banking needs, including a Business Account and Business GST Account.

- **New savings accounts**

Community Account, Community Reward Account and Retirement Account.

- **More ways to access your money**

Expanded Foreign Exchange services including foreign cash and International Transfers through Internet Banking, access to more branches in NSW, ACT, SA and WA. You can also discuss your banking needs or get assistance with your accounts from a consultant located in our Customer Relationship Centre located in Australia on **13 25 85**, anytime between 8.30am to 8.30pm AEST weekdays, and 9.30am to 3.30pm AEST on Saturdays (excluding public holidays).

# Your member number has been modified.

To uniquely identify you and your accounts in our system, we have modified your Nexus Mutual member number. Your modified member number is noted in the attached letter.

We have added 82 000 000 to your existing member number. So, instead of having member numbers ranging from one to six digits, all members will now have eight-digit member numbers.

## For example:

If your five-digit Nexus Mutual member number is 12345, then your new Beyond Bank member number will be 82012345.

If your six-digit Nexus Mutual member number is 123456, then your new Beyond Bank member number will be 82123456.

## Using your new member number

After 7 June, you will need to use your modified member number when contacting us by phone, in branch, or accessing Internet, Mobile and Telephone Banking. For more information on Internet, Mobile and Telephone Banking, please see Page 25 to 32.

# Service disruptions at system conversion.

There may be some disruptions to your account access as we prepare to integrate our banking system from **Saturday 6 June 12 noon through Sunday 7 June 6am**.

The following services may be affected:

- Access to your accounts using Internet and Mobile Banking;
- Nexus Mutual will be unavailable to receive real-time payments via Osko to your PayID during this time. Transactions may revert to non-real time payments depending on how the initiating financial institution handles this scenario.
- Your Visa Platinum Credit or Visa Debit cards will operate with reduced limits. Please plan ahead if you have significant transactions to make during this time.

# Your existing payment arrangements.

## **BSB and account numbers.**

We're pleased to let you know that there will be no changes to your established payments as they will be automatically migrated to Beyond Bank. This means that you will not have to make changes to your existing electronic payments (regular payments, direct debits and direct credits) or your Osko and PayID services, where you have supplied your BSB and account number.

While the Nexus Mutual BSB will continue to be accepted, we encourage you to update the BSB for electronic payments made from 7 June to 325-185 as we are working towards future consolidation into Beyond Bank's BSBs. Please use 325-185 when modifying or setting up any new direct debits or credits from 7 June.

## **Real-time payments by member number will take longer**

From 7 June, where your member number rather than your account number has been supplied for real-time payments to your accounts, these payments will continue to be processed, although they will no longer be instant and are expected to take two to three business days to reach their destination accounts. To continue to receive real-time payments please provide your registered PayID (mobile or email address) or BSB 325-185 and account number.

# Internet Banking and Mobile Banking App.

## **Saved payees.**

Your saved payees in Internet Banking and the Mobile Banking App will be migrated to the Beyond Bank system on 7 June. This means your payees will automatically appear in your Internet Banking and Mobile Banking App upon log in.

## **Get the Beyond Bank Mobile Banking App.**

From 7 June, your Nexus Mutual App will no longer work. You will need to download and login to the Beyond Bank Mobile Banking App.

Any alerts set up in the Nexus Mutual App will need to be re-established when you download the new version of the Mobile Banking App.

For details, see the Mobile Banking section on Page 28.

# Transactional banking will continue to be fee-free.

Fee exemptions have been made on your existing Nexus Mutual accounts to allow you to continue transacting in the same way without incurring any fees and charges.

If after 7 June you choose to open a new account, the standard fees, charges, terms and conditions will apply for that account, as outlined in the *Fees and Charges* booklet and enclosed *Product Guide*, both of which are available on the website or in our branches, and which will be provided when you open the account.

You'll pay no transaction fees on your existing accounts including all deposits, withdrawals, transfers and services (with the exception of Bank@Post transactions, a new service for Nexus Mutual members), TEXT ME! transaction fees, Swift Transfer fees, Visa Debit card/Credit Card Foreign Currency Conversion fee and Foreign Currency Transaction fees.

Withdrawals and enquiries at Australian and overseas ATMs may incur an ATM operator fee charged by the ATM operator.

The fees in the below table are applicable.

Service / Fee title	Fee
Bank@Post deposits (newly introduced service)	\$1.00
Bank@Post withdrawals (newly introduced service)	\$3.50
Foreign Currency Conversion Fee	3.0% of the value of the transaction (previously 2.5%). This fee is payable on all transactions made in a foreign currency on a Visa Credit Card, Visa Debit card, Visa Prepaid Card or Visa Platinum Credit Card (2.0% is payable to Cuscal and 1.0% is payable to us).
TEXT ME! transaction fee	\$0.26 (previously \$0.25) for each SMS sent to your specified mobile telephone number. Your telecommunications provider may charge you additional costs for sending and receiving SMS messages.

Service / Fee title	Fee
Swift Transfer Fees	<ul style="list-style-type: none"> <li>• Sending SWIFT transfer within Australia to another financial institution (newly introduced service) - \$22.50</li> <li>• Process fee for depositing SWIFT payment into an account or credit card you have with us (newly introduced service) - \$8.00</li> </ul>
Existing cheque book holders	<ul style="list-style-type: none"> <li>• A replacement book of 30 cheques - \$7.50 (previously \$15.00 for a book of 25)</li> <li>• A replacement book of 100 cheques - \$13.00 (previously \$60 for a book of 100)</li> </ul>

## Business accounts.

Business Accounts have been designed for small businesses so that we can look after you while you look after your customers - just the way it should be.

Benefits you will enjoy include:

- No account keeping fees – regardless of your account balance.
- Added services through Internet Banking, including batch payments and accounts requiring two authorising signatures (ie two-to-sign accounts).
- Batch Processing – a simple payment system that allows multiple transactions to be submitted in a single file using our online facility.

Please refer to the enclosed *Product Guide* for further information on our Business Account.

## Community banking and accounts.

Our Community Account has been designed for not-for-profit organisations. The Community Account is a specialised transaction account which offers unique benefits to your group.

Benefits you will enjoy include:

- No monthly account keeping fees;
- A transaction fee-free account;
- Bonus interest on our standard term deposits;
- Access to talk to one of our Community Banking Specialists;
- Added services through Internet Banking, including Batch Payments and ability to have access with two-to-sign accounts, and
- Batch Processing – a simple payment system that allows multiple transactions to be submitted in a single file using our online facility.

Please refer to the enclosed *Product Guide* for further information on our Community Account.

# Changes to your existing products.

Whilst we have tried our best to make the transition as seamless as possible, there are some important changes that we've had to make to ensure we can provide you with a competitive suite of products and services.

Changes to accounts may include the features of products or product names, changes to fees and charges, terms and conditions and the aligning of interest rates.

## Savings and Everyday Accounts.

Account Type	What's changing	Current Account Name & Features	New Account Name & Product Features																						
Transaction, Access and Overdraft Accounts	Product Name	Access Plus - S1 Essential Access - S2 Platinum Cash Rewards - S40	Purple Transactor Account. If your account is being used as an offset account attached to your home loan, your new account will be a Mortgage Offset Account.																						
	Bank@Post Access and Fees	Currently Not Available	Bank@Post Deposits: \$1.00 Bank@Post Withdrawals: \$3.50																						
	Balance enquiry at foreign ATM (where available)	\$0.50	Free																						
	Overseas ATM Withdrawal Fee	\$3.50	Free																						
	Insufficient funds, Overdrawn and Dishonour fees	\$9.00	Free																						
	Product Name	Cash Management - S9	Cash Management Account																						
	Interest Tiers and Rates	<table border="1"> <thead> <tr> <th>Interest Tier</th> <th>Interest Rate (%p.a.)</th> </tr> </thead> <tbody> <tr> <td>\$0 - \$24,999</td> <td>Nil</td> </tr> <tr> <td>\$25,000 - \$49,999</td> <td>Nil</td> </tr> <tr> <td>\$50,000 - \$99,999</td> <td>0.10</td> </tr> <tr> <td>\$100,000 - \$249,999</td> <td>0.25</td> </tr> <tr> <td>\$250,000 plus</td> <td>0.50</td> </tr> </tbody> </table>	Interest Tier	Interest Rate (%p.a.)	\$0 - \$24,999	Nil	\$25,000 - \$49,999	Nil	\$50,000 - \$99,999	0.10	\$100,000 - \$249,999	0.25	\$250,000 plus	0.50	<table border="1"> <thead> <tr> <th>Interest Tier</th> <th>Interest Rate (%p.a.)</th> </tr> </thead> <tbody> <tr> <td>\$0 - \$4,999</td> <td>0.01</td> </tr> <tr> <td>\$5,000 - \$49,999</td> <td>0.10</td> </tr> <tr> <td>\$50,000 - \$199,999</td> <td>0.20</td> </tr> <tr> <td>\$200,000 plus</td> <td>0.30</td> </tr> </tbody> </table>	Interest Tier	Interest Rate (%p.a.)	\$0 - \$4,999	0.01	\$5,000 - \$49,999	0.10	\$50,000 - \$199,999	0.20	\$200,000 plus	0.30
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Interest Calculation and Payment Frequency	Interest is calculated on daily balances and credited at the end of March, June, September and December	Interest is calculated daily on the whole balance and paid monthly.																							

For further information please refer to the enclosed *Product Guide* or our *Fees and Charges* booklet available on the website and in our branches.

Interest rates current at the time of printing (17 April 2020) and subject to change.

Account Type	Change to Product Feature	Current Account Name & Features	New Account Name & Product Features
Youth Accounts	Product Name	Junior Saver Account	Junior Saver Bonus Account

For further information please refer to the enclosed *Product Guide* or our *Fees and Charges* booklet available on the website and in our branches.

Interest rates current at the time of printing (17 April 2020) and subject to change.

Account Type	What's changing	Current Account Name & Features	New Account Name & Product Features															
Savings Accounts	Product Name	Bonus Saver - S6	Purple Bonus Saver															
	Interest Rates and Tiers	<table border="1"> <thead> <tr> <th>Interest Tier</th> <th>Base Interest Rate (% p.a.)</th> <th>Interest Rate with Bonus (% p.a.)</th> </tr> </thead> <tbody> <tr> <td>All Balances</td> <td>0.05</td> <td>1.30</td> </tr> </tbody> </table>	Interest Tier	Base Interest Rate (% p.a.)	Interest Rate with Bonus (% p.a.)	All Balances	0.05	1.30	<table border="1"> <thead> <tr> <th>Interest Tier</th> <th>Base Interest Rate (% p.a.)</th> <th>Interest Rate with Bonus (% p.a.)</th> </tr> </thead> <tbody> <tr> <td>\$0 - \$200,000</td> <td>0.00</td> <td>*</td> </tr> <tr> <td>Greater than \$200,000</td> <td>0.00</td> <td>0.00</td> </tr> </tbody> </table>	Interest Tier	Base Interest Rate (% p.a.)	Interest Rate with Bonus (% p.a.)	\$0 - \$200,000	0.00	*	Greater than \$200,000	0.00	0.00
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Greater than \$200,000	0.00	0.00																
Interest Calculation and Payment Frequency	Interest is calculated on daily balances and credited at month end. Bonus interest is credited if at least \$50 is deposited and no withdrawals are made from the account during the month	Interest is calculated daily on portions of the balance within each tier and credited at the end of the month. Bonus interest is credited if at least \$50 is deposited and no withdrawals are made from the account during the month																

\*The Purple Bonus Saver product will be launched on 18 May 2020. The Interest Rate with Bonus (% p.a.) (\$0 - \$200,000) will be published on our website from 18 May 2020.

Account Type	What's changing	Current Account Name & Features	New Account Name & Product Features															
Online Account	Product Name	Direct Saver - S10	monEsaver Internet Savings Account															
	Interest Rate and Tiers	<table border="1"> <thead> <tr> <th>Interest Tier</th> <th>Interest Rate (%p.a.)</th> </tr> </thead> <tbody> <tr> <td>Up to \$4,999</td> <td>0.01</td> </tr> <tr> <td>\$5,000 - \$99,999</td> <td>0.75</td> </tr> <tr> <td>\$100,000 plus</td> <td>1.00</td> </tr> </tbody> </table>	Interest Tier	Interest Rate (%p.a.)	Up to \$4,999	0.01	\$5,000 - \$99,999	0.75	\$100,000 plus	1.00	<table border="1"> <thead> <tr> <th>Interest Tier</th> <th>Interest Rate (%p.a.)</th> </tr> </thead> <tbody> <tr> <td>\$0 - \$4,999</td> <td>0.25</td> </tr> <tr> <td>\$5,000 - \$199,999</td> <td>0.75</td> </tr> <tr> <td>\$200,000 plus</td> <td>1.00</td> </tr> </tbody> </table>	Interest Tier	Interest Rate (%p.a.)	\$0 - \$4,999	0.25	\$5,000 - \$199,999	0.75	\$200,000 plus
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Account Type	What's changing	Current Account Name & Features	New Account Name & Product Features
Offset Account	Product Name	Offset Savings - S91	Mortgage Offset Account
	Interest	All credit funds are offset 100% against the balance of the linked mortgage loan before loan interest is calculated	If your Mortgage Offset Account is linked to an eligible home or investment loan account ('linked loan') and you maintain a minimum balance of \$500 in it, the interest that would otherwise be charged on the linked loan at the end of each month will be reduced by the offset amount
	Direct Entry/Osko (Credit or Debit) Access	Credit Only	Both Credit and Debit Direct Entry and Osko Payments are permitted
	BPAY* Payments	No	Yes
	Recurring Payment	No	Yes

For further information please refer to the enclosed *Product Guide* or our *Fees and Charges* booklet available on the website and in our branches.

Interest rates current at the time of printing (17 April 2020) and subject to change.

\*Registered to BPAY Pty Ltd ABN 69 079 137 518

## New Business and Community Accounts.

If you currently hold an account for business or community purposes, your existing Nexus Mutual Access Plus and Essential Access accounts will be moved to the accounts detailed in the tables below.

Account Type	What's changing	Current Account Name & Features	New Account Name & Product Features
Business Accounts	Product Name	Access Plus – S1 (accounts for business purposes) Essential Access – S2 (accounts for business purposes)	Business Transaction Account
	Interest Tiers and Rates	Nil Interest	Interest Tier      Interest Rate (%p.a.) \$0 - \$19,999      0.01 \$20,000 plus      0.05
	Interest Calculation and Payment Frequency	Not Applicable	Interest is calculated daily on the whole balance and paid monthly
	Make Batch payments	Not Available	Available
	Transaction fees	Free for all deposits, withdrawals and transfers (excluding Bank@Post, Overseas ATM, cash advance and declined withdrawals)	

Account Type	What's changing	Current Account Name & Features	New Account Name & Product Features
Community Account	Product Name	Access Plus – S1 (accounts for community purposes) Essential Access – S2 (accounts for community purposes)	Community Account
	Interest Tiers and Rates	Nil Interest	Interest Tier      Interest Rate (%p.a.) \$0 - \$4,999      0.01 \$5,000 - \$49,999      0.10 \$50,000 - \$199,999      0.20 \$200,000 plus      0.30
	Interest Calculation and Payment Frequency	Not Applicable	Interest is calculated daily on the whole balance and paid monthly
	Transaction fees	Free for all deposits, withdrawals and transfers (excluding Bank@Post, Overseas ATM, cash advance and declined withdrawals)	

For further information please refer to the enclosed *Product Guide* or our *Fees and Charges* booklet available on the website and in our branches.

Interest rates current at the time of printing (17 April 2020) and subject to change.

## Fees and Charges.

The following fees and charges are changing and unless otherwise noted, will be applicable across all accounts.

Previous Fee Title	Current Fee	New Fee Title	New Fee
Paper Statement (fee waived for members 17 years old or younger, or 66 years old and older at the end of the statement cycle.	\$1.00	Paper Statement (For each paper statement received outside the normal cycle. Paper statements are provided on a 6-monthly cycle at no cost. The fee is charged for each paper statement issued outside the normal 6-monthly cycle. Quarterly or monthly statement cycles are available)	\$2.00
SMS account alerts message	\$0.25	TEXT ME! Transaction Fees (Each SMS sent to your specified mobile telephone number)	\$0.26
Foreign Currency Conversion fee	2.50%	Foreign Currency Conversion Fee	3.00%
Overseas ATM Cash Withdrawal	\$3.50	Overseas ATM Withdrawal	Free
Insufficient Funds Cheque Dishonour	\$9	Dishonour cheque fee (Payable whenever a cheque is dishonoured due to insufficient funds or having a stop payment placed on it)	Free
Non-approved overdraw Exceed overdraft limit by more than \$100	\$9	Overdrawn or Overlimit Honour Fee (Payable when we honour a transaction that overdraws an account by \$50.00 or more. This fee is charged following each withdrawal generated by you which results in the account being overdrawn or exceeding its limit, or that occurs while your account balances is overdrawn or overlimit)	Free
BPAY Error Correction	\$20	BPAY Correction Fee (Payable whenever a BPAY payment is returned due to incorrect details being used when making the transaction. This fee is collected from you following the funds being returned to your account and is then passed on to the third party that imposed the fee)	Free

For more details, please read the *Fees and Charges* booklet available on the website and in our branches.

## Term Deposits.

The term deposit changes detailed in the table below are applicable for personal, business and community banking.

Account Type	What's changing	Current Account Name & Features	New Account Name & Product Features
Term Deposits	Product Description	Classic Term Deposit Regular Income Term Deposit SMSF & Trust Classic TD SMSF & Trust Regular Income	No change to existing term deposit names.
	Available Terms	Terms are available from 1 - 24 months.	3 Months 6 Months 9 Months 12 Months 24 Months 36 Months 48 Months 60 Months
	Minimum Investment	Minimum investments start from \$1,000.	Minimum investments start from \$2,000.
	Maturity Instructions	We will notify you prior to maturity and seek instructions for reinvestment. If we do not hear from you, we will reinvest your Term Deposit at its current term. You have a grace period of 7 days from the maturity date to advise us of alternative instructions.	Prior to maturity we will send a renewal notice. If you do not advise your instructions prior to maturity and we reinvest your Term Deposit for a further term, you will have a grace period of 7 calendar days, starting from the maturity date, to advise us of any alternative instructions you would like to make without incurring a fee.
	Early Redemptions	Term deposits funds are available at call with an interest rate penalty. We will approve a request from you for either a full or a part redemption of funds prior to the expiry of the agreed term. Upon approval, no interest will be paid on the amount withdrawn. Any funds not redeemed will remain in the account until final expiry of the agreed term and will attract the full rate of interest as originally specified.	If you wish to withdraw the whole or part of the balance of a term deposit prior to maturity, you must give us 31 days' notice. If you do withdraw the whole or part of the balance early, a fee and reduction in your return on the amount will be applied.

Account Type	What's changing	Current Account Name & Features	New Account Name & Product Features												
Term Deposits	Early Redemption Fee	Other than an interest rate penalty, no fees apply. No interest is paid on the amount withdrawn.	<p>If you redeem a term deposit prior to maturity (in whole or part), you will be required to pay an Early Redemption Administration Fee of \$25.00 and the interest payable to you on the amount withdrawn is reduced as follows:</p> <table border="1"> <thead> <tr> <th>Percentage of Term Elapsed</th> <th>Interest Rate Reduction as a Percentage of Your Interest Rate</th> </tr> </thead> <tbody> <tr> <td>0% to less than 20%</td> <td>80%</td> </tr> <tr> <td>20% to less than 40%</td> <td>60%</td> </tr> <tr> <td>40% to less than 60%</td> <td>40%</td> </tr> <tr> <td>60% to less than 80%</td> <td>20%</td> </tr> <tr> <td>80% to less than 100%</td> <td>10%</td> </tr> </tbody> </table>	Percentage of Term Elapsed	Interest Rate Reduction as a Percentage of Your Interest Rate	0% to less than 20%	80%	20% to less than 40%	60%	40% to less than 60%	40%	60% to less than 80%	20%	80% to less than 100%	10%
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40% to less than 60%	40%														
60% to less than 80%	20%														
80% to less than 100%	10%														

For further information please refer to the enclosed *Product Guide* or our *Fees and Charges* booklet available on the website and in our branches.

Interest rates current at the time of printing (17 April 2020) and subject to change.

# Important changes to loan accounts.

The interest rate on your current loan will not change from 7 June and there will be no changes to your loan repayments.

There will be some changes to loan account names and fees and charges. The details of these changes are provided below.

## Changes to loan account names.

Based on the purpose and repayment type of your loan, your loan account description will change.

The following table lists existing Nexus Mutual loan accounts, which will be renamed effective 7 June.

Current Name	New Name
<b>Home and Investment Loans*</b>	
Essential Home Loan	Home Loan Interest Only Home Loan Investment Loan Interest Only Investment Loan Building Home Loan Building Investment Loan Interest in Advance
Standard Home Loan	
Standard Fixed Home Loan	
Platinum Home Loan	
Platinum Fixed Home Loan	
First Home Own Loan	
First Home Package Loan	
Package Home Loan	
Package Home Loan Fixed	
Investment Plus Loan	
<b>Car and Personal Loans</b>	
Mortgage Secured Personal Loan	Flexi Loan
Secured Personal Loan	
New/Demonstrator Car Loan (L66)	
Personal Loan (L38)	
Premium Used Car Loan (L39)	
Unsecured Personal Loan	
Used Car Loan (L31)	

\*The specific new loan product will be determined at system conversion and will be dependent on the loan purpose. For example, a current Platinum Home Loan to purchase an established home will now be called a Home Loan, but if the Platinum Home Loan was to purchase an investment property, it will now be called an Investment Loan.

## Changes to the Platinum Home Loan Package.

The following table outlines some changes to your Platinum Home Loan Package and the benefits you receive

Change to Product Feature	Current Account Name & Product Features	New Account Name & Product Features
Package Name	Platinum Package	Total Home Loan Package
Insurance discounts	Discounts for Home and Contents, Landlords, and Vehicle insurance	No new insurance benefits are available. However, existing policy discounts remain unchanged.
Fee waiver for personal loans	Application fee waived	No benefit



# Changes to loan fees, charges, terms and conditions.

## Fees and charges.

The following fees and charges that may occur during your current loan contract are changing.

Previous Fee Title	Current Fee	New Fee Title	New Fee
<b>Mortgage Secured Loans and secured Line of Credit</b>			
Platinum home loan package fee (charged annually)	\$395	Total Home Loan Package fee. Payable by home loan borrowers who have a Total Home Loan Package. The fee is charged annually.	\$395
Contract variation - general	\$100	Loan variation documentation fee. Applicable when a property already held by us as security is to be used as security for additional credit, or when you request a change to the terms of your loan contract. Not applicable to Total Home Loan Package Loans.	\$345
Contract variation - security	\$200		
Deposit guarantee administration (charged half yearly)	1.25% p.a. of guaranteed amount	This fee is no longer applicable.	
General Consent	\$400	Security Handling Fee. Payable if you ask us to consent to a dealing, or prepare documentation to note a change of your name on the title, or produce your land title.	\$150
Loan increase	\$250	Loan variation documentation fee. Applicable when a property already held by us as security is to be used as security for additional credit, or when you request a change to the terms of your loan contract. Not applicable to Total Home Loan Package Loans.	\$345
Loan continuation (fixed rate loan)	\$250	Rate Variation Fee. Payable each time you ask us to vary the type of interest rate (variable to fixed or vice versa) or refix your loan. Not applicable to Total Home Loan Package loans.	\$150
Split Loan Facility	\$100	This fee is no longer applicable.	
Document fee	\$55	This fee is no longer applicable.	
Switch loans (changing loan type)	\$250	Loan Variation Documentation Fee. Applicable when a property already held by us as security is to be used as security for additional credit, or when you request a change to the terms of your loan contract. Not applicable to Total Home Loan Package Loans.	\$345

Previous Fee Title	Current Fee	New Fee Title	New Fee
Mortgage Discharge preparation	\$300	Mortgage Discharge/Settlement/Partial Discharge Fee.	\$350
Registration of mortgage discharge	\$200	Registration of mortgage discharge.	At cost
Withdrawal of a caveat	\$200	This fee is no longer applicable.	
Redraw fee	Nil	Redraw fee - Staff-assisted - Internet Banking	\$35 Free
Progress payment - Construction Loan	\$100	Progress Payment Fee. Progress Payment Fees apply to loans for construction purposes and are payable per progress payment we process.	\$20
<b>Personal Loans</b>			
Contract variation - general	\$75	Car and Personal Loan Variation Fee.	\$175
Contract variation - security	\$150		
General Consent	\$60	This fee is no longer applicable.	
Loan Increase	\$95	Car and Personal Loan Variation Fee.	\$175
<b>Overdue payment fees (all loan products)</b>			
First Contact	\$10	<b>Default fees</b> <b>- Applicable on Home, Investment, Car and Personal Loans:</b> Payable on the 8th day you are in default. \$20 Payable every 14th day thereafter for so long as you remain in default. \$25 <b>- Payable on All-In-One and Unsecured Line of Credits and Overdrafts:</b> Payable on the 15th day of every month whilst you are in default. \$25 <b>- All Loan Accounts:</b> Default Notice Fee, payable whenever we send you a default notice because you have defaulted under the contract or related mortgage. \$20	
Subsequent Contact	\$25		

# Foreign Currency Fees.

Current Transactional Service	Current Fee Per Transaction	New Transactional Service (BBA)	New Transactional Service (BBA)
Deposit of travellers/foreign currency cheques recourse under AUD \$50	\$5	Foreign Cheques - Depositing foreign currency cheques and drafts	\$15
Deposit of travellers/foreign currency cheques recourse over AUD \$50	\$20		Not applicable
Deposit of travellers/foreign currency cheques on collection	\$20	Foreign Cheques - Bill for collection to negotiate a foreign document	\$50
Bank draft stop payment, buy back or repurchase	\$25	Drafts - Buying back a Draft issued by us	\$11
		Drafts - Tracing a Draft	Free
		Drafts - Stopping a lost or stolen Draft	Free
		Drafts - Bill for collection to negotiate a foreign document	\$50
		Drafts - Obtaining a copy of an international Draft	Free
Cash Passport Platinum Mastercard services		Reloading Cash Passport Platinum Mastercard in a branch	1.00% of AUD value or \$10, whichever is greater
		Cash Passport Platinum Mastercard - Re-loading Cash Passport via BPAY	1.00% of AUD value
		Cash Passport Platinum Mastercard - Encashing a Cash Passport Card (payable when cashing out the balance of a Cash Passport Card)	\$10
Cancellation of travel services order	\$25		Not applicable

# Statements.

## Changing over to Beyond Bank statements.

Members currently receiving quarterly statements will have received their final Nexus Mutual statements (paper or electronic) on 31 March 2020. Members receiving monthly statements will receive their final Nexus Mutual statements on 31 May 2020.

Any transactions performed since your last Nexus Mutual statement up until 7 June will be displayed on your Beyond Bank statements at the end of June 2020.

## Paper statements.

Members who do not qualify for a free monthly paper statement (i.e. those who don't have credit cards or overdrafts) will incur a paper statement fee of \$2.00 per statement, unless they opt to receive their statements every six months in January and July.

Members who are joint account holders will start receiving (fee-free) six-monthly paper statements, if they don't already receive paper or electronic statements. If you wish to receive more frequent fee-free statements, then please register for eStatements (see next section on eStatements).

You can update your paper statement preferences in one of the following ways:

- Send a secure message to the Customer Relationship Centre in Internet Banking (Services > Secure Mailbox) or through the Mobile Banking App (Contact Us > Secure Mailbox);
- Visit a branch with identification, or
- Call the Customer Relationship Centre on **13 25 85**.



Members who have opted to receive paper statements will continue to do so monthly for free, if they have credit cards and overdrafts.

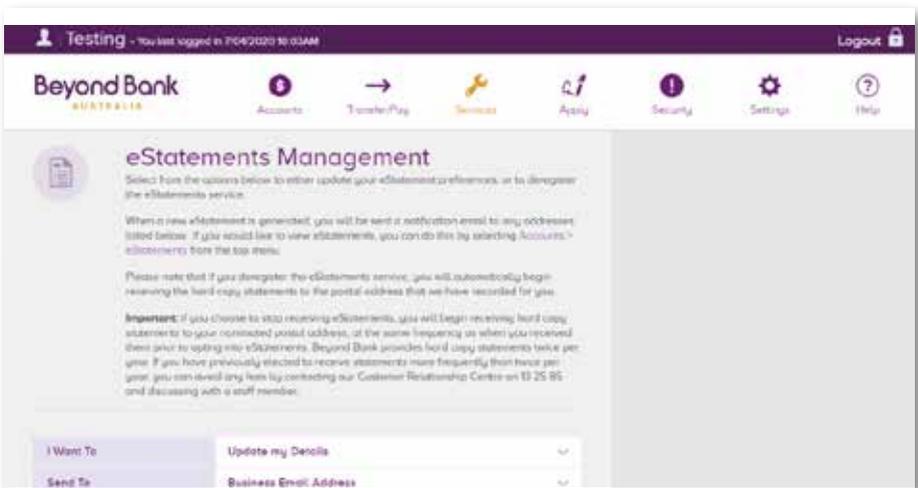
## eStatements.

If you are currently registered to receive eStatements (electronic Statements), this service will continue free of charge.

### Moving to eStatements has many benefits:

- It's fast – much faster than receiving it by mail.
- It's free – it costs you nothing to sign up.
- It's convenient – access your eStatements from your computer anywhere, anytime. Previous eStatements will be archived and easily accessed if you register for Internet Banking. You no longer need to worry about misplacing an eStatement, which you may need at tax time.
- It saves the trees – by going paperless, you are doing your part to help the environment. Plus, you no longer need to file away and store your paper statements.

You can manage your eStatements in Internet Banking (Services > eStatements Management) or Mobile Banking (Settings > eStatements).



# Other changes.

## Daily limits and access to your funds.

There have been some minor changes made to the dollar amount you can access using some of our electronic facilities, for example, through our branches, Visa Debit card, eftpos, ATM, Internet Banking and Telephone Banking. You will find all the daily limits listed in the enclosed *Product Guide*. Please read Section 26, Withdrawal and Account Balance Limits so you are aware of these daily limits.

## Round Up.

If you currently have Round Up activated on your account, the name of this facility will change to round2save.

Your Round Up payments to your nominated savings account will not be impacted and will continue to be credited when performing eligible transactions.

The terms and conditions for the use of round2save are outlined in Section 31 of the enclosed *Product Guide*.

# Some things that won't change.

## **Cards.**

All Nexus Mutual Visa Debit Cards and Visa Credit Cards will continue to work from 7 June and you won't need to make any changes. Any new, renewed or replaced cards will continue to be Nexus Mutual cards.

## **Member cheques.**

Member cheques will continue to be paid as normal and you can continue to use your Nexus Mutual cheque book.

After you issue your last Nexus Mutual cheque, you will not automatically receive a new cheque book, but will need to contact us to re-order a new one. The new cheque book will be a Beyond Bank cheque book.

## **Allianz insurance policies.**

Your existing Allianz insurance policies will remain in place. The only difference you may notice is, rather than Allianz handling ongoing policy servicing such as policy alterations, cancellations, payment details updates etc, these will be done by the Beyond Bank team. Claims will continue to be handled by Allianz.

## **Other Products.**

Some of your existing products will not change and unless notified, will continue operate under the existing terms and conditions. These products include:

- Negotiated Deposit
- Home Saver
- Junior Saver
- Visa Platinum Credit Card
- Low Rate Platinum Credit Card

Whilst existing products will not change, your ability to open these products as new accounts or make changes to existing products may not be available.

# Life Membership benefits for 20-year-plus members.

At Beyond Bank we believe in long-lasting relationships and you are more than numbers in an account; you play a crucial role in our growth and prosperity. For that reason, if you have held 20 years or more continuous membership at Nexus Mutual, we're pleased to inform you that you now qualify to be a Beyond Bank Life Member. Life Membership provides a range of rewards and benefits for you and your family. With this package, we aim to help you build an even brighter financial future.

If you have held 20 years or more continuous membership, you're entitled to the following range of benefits on new products only:

- No entry or annual fees for Life Membership;
- 0.20% p.a. off Home and Investment Loans' standard variable interest rate<sup>1</sup>;
- 0.10% p.a. off Home and Investment Loans' standard fixed rate options<sup>1</sup>;
- 0.20% p.a. off All-In-One Accounts' variable interest rate<sup>1</sup>;
- 0.20% p.a. off Car and Personal Loans' standard fixed rate options<sup>1</sup>;
- No Loan Establishment or Loan Variation Fees on all Loans and Lines of Credit<sup>1</sup>;
- Bonus 0.20% p.a. interest on standard Term Deposit rates or 0.10% p.a. on any advertised special Term Deposit offer<sup>2</sup>; and
- Up to \$100 per annum waived on term deposit early redemption fees per membership.

The best news is, you don't need to apply for these benefits, and we will apply them to your Beyond Bank membership automatically.

<sup>1</sup>Terms, conditions, fees, charges and normal lending criteria apply. Reductions do not apply to loans where interest rate discounts or discretions have already been applied.

<sup>2</sup>Excludes Farm Management Term Deposits.

# Award-winning Internet Banking.

It's simple, fast and secure.

Our award-winning Internet Banking is such a simple way to keep track of where your money comes from and where it's going. Get information about your money, in real time, 24/7.

## How to register

When you log into your Internet Banking for the first time after 7 June, you'll need to do a few things:

- Go to [beyondbank.com.au/nexusmutual](http://beyondbank.com.au/nexusmutual) and click on the "Log in" button at the top right of the page.
- Log in using your new member number and your existing Nexus Mutual Internet Banking Password. If you've forgotten your password, simply click the link to go to the Password Reset page or call the Customer Relationship Centre on **13 25 85**.
- We will ask you to update your Internet Banking Password. You may choose either a new password or re-enter your old Nexus Mutual Password (if it meets the password security requirements).
- Accept new terms and conditions.



## Some services you can access online

- **Move your money.** Transfer between your own accounts, other Beyond Bank member accounts and make BPAY® payments.
- **Interest and balance details.** Keep track of your finances with a list of all account balance information and interest details year-to-date and for the previous financial year.
- **Transaction search and display.** Download transactions to your computer or search online for particular transactions using search filters to find what you're looking for.
- **Card controls.** Control the settings on your online and in-store purchases, insert card alerts and change your card PIN, and more - all from the palm of your hand. For more information, visit [beyondbank.com.au/tap2secure](http://beyondbank.com.au/tap2secure)
- **View eStatements.** Register to receive eStatements online via Internet Banking rather than receiving paper-based statements. eStatements provide convenient and immediate access to historical eStatement records. And they save paper too!
- **Transaction alerts.** Customise transaction alerts via SMS or email.
- **Apply for new loans.** Our Internet Banking online loan application uses your online information to save you time.



## Manage your money with Beyond Finance Manager.

Control your finances with Beyond Finance Manager. Located in Internet Banking, this handy tool lets you:

- Track where your money is coming and going
- Set up savings goals and tracks your progress
- Automatically categorises your expenses and income so you can manage your budget

Visit [beyondbank.com.au/bfm](https://beyondbank.com.au/bfm) for details on Beyond Finance Manager.

For details on how to use Internet Banking, visit [beyondbank.com.au/internetbanking](https://beyondbank.com.au/internetbanking)

## Staying secure.

We take the online security of your money very seriously. That's why we use the latest systems and technology to ensure your savings and data are safe with us.

We combine 256-bit encryption, sophisticated detection platforms and firewalls to offer the highest online protection for your money and information.

We also require Second Factor Authentication for high risk transactions and tasks. This enhanced security is really simple to set up and use, and protects you against online fraud.

Safe and secure banking:

1. Log in with your member number and password.
2. Secure SMS sends a code to your mobile which must be entered into Internet Banking to transfer money or access personal information. (If you are unable to use Secure SMS talk to us about our other forms of security.)
3. Ensure you only bank on your private computer and your anti-virus/malware is up to date.

Note: Please ensure your mobile number is up to date before 7 June so you are ready to receive Secure SMS.

# Award-winning Mobile Banking.

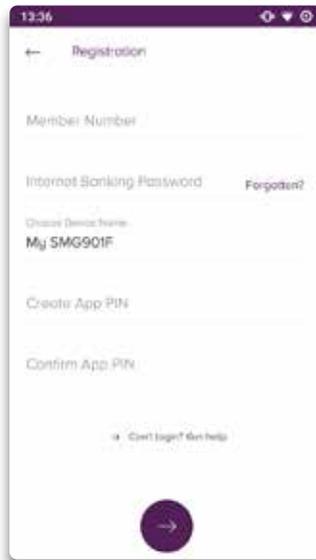
## Put your bank in your pocket.

Your Nexus Mutual App will no longer work from 7 June. You will need to download the Beyond Bank Mobile Banking App, available on iPad, iPhone and Android devices.

### How to register

Log into Internet Banking to change your password. **You will not be able to register the mobile banking app until this step has been completed** (see Internet Banking section on Page 25). Then, download our app from the Apple App Store or Google Play.

1. Open the app
2. Click on Login and Start Banking
3. Enter your Member Number
4. Enter your Internet Banking password
5. Nominate a Device Name for your device
6. Nominate an app PIN and confirm it
7. Tap to indicate whether you would like to use Touch ID or facial recognition
8. Tap the arrow to complete registration
9. You will receive an SMS with a code, enter the code and Register.



Once you have logged in for the first time, the app will remember your details and every time you log in thereafter, you will simply need to enter your PIN or fingerprint if Touch ID was enabled.

This is optional and is only requested if your phone supports it. You can nominate a Device Name in case you want to register Mobile Banking for use on multiple devices. This way, if you want to deregister a particular device, you won't need to deregister Mobile Banking completely.



## Features.

We update our app regularly with new features and fixes using feedback from our customers, so check your app store to ensure you have the most recent version.

- Keep track of your spending. With our spend tracker, you can now compare your daily spending with previous months, or go back as far as you like
- round2save. Enable the round2save feature on your account today and watch your savings grow
- Create a PayID using your email address or mobile number to send and receive money instantly
- Quick Balance. Tap the lightning bolt on the home screen to get started
- Enjoy the peace of mind knowing that you can activate or cancel your card, plus change your card PIN anytime
- Total control of your cards. Block, allow or restrict individual card functions such as payWave, to within Australia or internationally
- Plan your next adventure! Advise us of your travel details or complete international transfers and payments
- Accounts made easy. View, create or schedule payments plus open additional accounts
- Biometric login. No more typing! Simply log in using your fingerprint or facial recognition
- Locate and get directions to our branches
- Easy to use calculators
- Connect with us

For details on how to use mobile banking, visit [beyondbank.com.au/mobilebanking](https://beyondbank.com.au/mobilebanking)

# Tap. Pay. Done. All with your mobile wallet

Any Nexus Mutual Visa Platinum Credit Cards and/or Visa Debit cards that were loaded to your mobile wallet before 7 June will continue to work as per normal.

If you haven't loaded your cards yet, now's a great opportunity to jump on it to make fast and easy transactions, almost anywhere you shop.

## Mobile wallets make purchases on the go fast, easy, convenient.



### Simple and quick.

With a simple and intuitive user interface, payments can be made in a matter of seconds.



### Designed to be secure.

Your payment information is protected using several layers of security and it is not stored on your device or shared with retailers.



### Convenient.

You can pay with your phone anywhere you can see the contactless symbol. You'll be surprised how many places accept mobile payments.

## Mobile wallets for everyone.



### Apple Pay.

Now you can enjoy all the benefits of your eligible Visa cards with Apple Pay on iPhone, Apple Watch, iPad and Mac.



### Google Pay.

Mobile Wallets make purchases on the go fast and easy. Simply ensure you have the Google Pay™ App loaded to your phone, ensure your phone is 'awake'



### Samsung Pay.

Pay with Samsung Pay anywhere simply by tapping your Samsung Pay enabled device connected to your eligible Visa cards.

For more information, visit [beyondbank.com.au/mobilewallet](https://beyondbank.com.au/mobilewallet)

Apple, the Apple logo, Apple Pay, Apple Watch, iPad, iPhone and Mac are trademarks of Apple Inc., registered in the U.S. and other countries.

Google Pay™ is a trademark of Google Inc.

Samsung Pay is a trademark or registered trademark of Samsung Electronics Co., Ltd.

# Your new look website.

From 7 June, when you go to [nexusmutual.com.au](http://nexusmutual.com.au), you will be redirected to the Beyond Bank website [beyondbank.com.au/nexusmutual](http://beyondbank.com.au/nexusmutual) which will look a bit different. From this web page, you will be able to navigate to information and resources on Nexus Mutual, including logging in to Internet Banking.

Our user-friendly website can be viewed easily on desktop, tablet or mobile.

Our team is available to answer any queries you may have on Live Chat on our website or through social media.

The screenshot shows the Nexus Mutual website interface. At the top right, there is a phone number 'BSB 325 185' and a 'Log In' button. The main header features the Nexus Mutual logo and navigation links for 'Interest Rates', 'Need Help?', 'Locate Us', and 'Contact Us: 13 25 85'. Below this is a dark blue navigation bar with categories: 'Personal', 'Business Banking', 'Community Banking', 'Financial Planning', 'Your Community', and a 'Search' icon. A secondary navigation bar lists services: 'Bank Accounts', 'Home Loans', 'Car & Personal Loans', 'Credit Cards', 'Insurance', and 'Invest'. The main content area features a large image of a smiling woman in an orange shirt and a white hard hat with the 'Esso' logo. Text overlay reads 'Hear what our members say about us.' with a 'Watch the videos' button. Below this is a dark blue bar with six service icons: Home Loans, Car and Personal Loans, Credit Cards, Accounts, Rates, and Calculators. The footer contains three promotional tiles: 1) 'Merger Announcement: Nexus Mutual Credit Union. Update: December 2019' with a family photo. 2) 'Their future relies on yours. Talk to our Wealth Management team today.' with a woman looking at a document. 3) 'Drive your dream further: 5.73%\* p.a. Comparison Rate.' with a couple in a car and a 'View Our Story' link.

# Account information line (telephone banking) - 13 14 02.

From 7 June, you can access the Beyond Bank telephone banking services, anytime, anywhere - 24 hours a day, 7 days a week.

You will need a Telephone Banking Passcode to use telephone banking. Our team may have already contacted you to set this up.

If you have not set up a passcode, you can get one by sending us a secure message through Internet Banking, completing an application at any of our branches, or by calling **13 25 85**.

Telephone banking with Beyond Bank is a safe and convenient way to:

- Check your balances and transactions;
- Transfer money between your accounts or to another membership;
- Pay bills using BPAY®, and more.

## How to use the Account Information Line.

When you first dial into the Account Information Line you will hear the balances of your 'top 4 Savings Accounts', which will be referred to by their new 'account name'.

You will also hear the new account names for your current savings, loans and fixed term deposit accounts when using other parts of the system (e.g. balances, funds transfer and last 10 transactions). If you have more than one account with the same name (e.g. more than one Access Savings Account) the account will be referred to as "Your first Access Savings Account, your second Access Savings Account" etc. These will be sorted in account number order from lowest to highest account number.

Another new feature is that if you have a cheque book attached to an Access Savings Account, this will always be presented as your first Access Savings Account and then your other Access Savings Accounts will follow in ascending order.

After your Telephone Banking Passcode has been registered, please call **13 14 02**, enter your new Membership Number and Telephone Banking Passcode, then follow the prompts.

# What you need to do after 7 June.

- ✓ Continue using your Visa Debit Card and Visa Platinum credit cards.
- ✓ Log into Internet Banking and re-register your password.
- ✓ Download the Beyond Bank Mobile Banking App after you have changed your password in Internet Banking.
- ✓ Update your BSB and account numbers supplied to creditors and debtors for electronic payments.

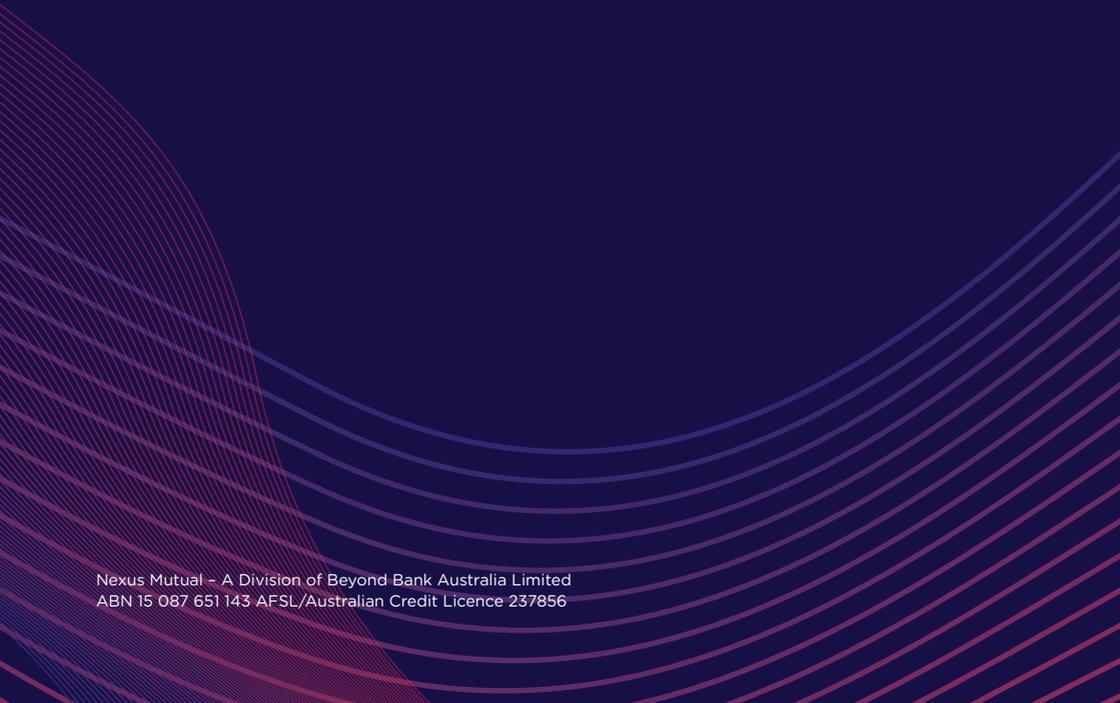
## Here to help.

If you need to clarify anything in this brochure, please call us on **03 9608 8300** (Melbourne) or **03 5142 1800** (Sale), visit a branch or email [hello@nexusmutual.com.au](mailto:hello@nexusmutual.com.au).

We're here to help!







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ABN 15 087 651 143 AFSL/Australian Credit Licence 237856