

1. About this document

This document, together with our Account & Access Terms & Conditions and our Fees & Charges document, sets out the terms and conditions which govern International Money Transfers. This document helps you to understand how International Money Transfers (IMTs or Telegraphic Transfers) work and you should read these terms and conditions before making a decision regarding IMTs with People First Bank.

We recommend that you read these terms and conditions carefully and keep a copy in case you need to refer to it in the future. You can also get the latest copy from our website at peoplefirstbank.com.au/disclosure-documents.

International Money Transfers can be completed by visiting a branch.

2. International Money Transfer (IMTs or Telegraphic Transfers)

- 2.1. International Money Transfers cannot be made to sanctioned countries listed with the Office of Foreign Assets Control.
- 2.2. Under arrangements we have with Convera Australia Pty Ltd (Convera) ABN 24 150 129 749; AFSL 404092, all International Money Transfers which you initiate will be sent to the Beneficiary's account via Convera. However, this service is provided to you by us and Convera has no responsibility or liability to you for the provision of financial services by us to you.
- 2.3. You must provide us with all the details we request regarding the International Money Transfer you wish to make.
- 2.4. You are responsible for the completeness and accuracy of the details you provide to us in relation to an International Money Transfer. If the details, you provide are incomplete or inaccurate:
 - 2.4.1. the International Money Transfer may be rejected and fail (this may also happen if the Beneficiary has closed their account); or
 - 2.4.2. the International Money Transfer may be credited to an account of someone other than the Beneficiary, and you may be unable to recover the amount transferred.
- 2.5. You may be required to provide additional information regarding this payment, and you agree that all information may be passed on by Convera to third parties as appropriate.
- 2.6. If you think you have made a mistake when providing details to us in relation to an International Money Transfer, you should contact us promptly. However, we cannot and do not warrant that we will be able to stop or correct an International Money Transfer that you have authorised.
- 2.7. If an International Money Transfer is rejected and fails, we will use our best endeavours to contact you to advise you of that. We may communicate with you electronically if you have given us an electronic address (e.g. email or SMS) for contacting you. You will be liable for our fees and charges notwithstanding that the International Money Transfer has been rejected.
- 2.8. In sending an International Money Transfer, Convera uses correspondent, intermediary banks to forward and process the International Money Transfer request. The correspondent, intermediary and Beneficiary banks may impose their own additional fees which may be deducted from the amount received by the Beneficiary.
- 2.9. A transaction confirmation does not signify that the International Money Transfer has been received into the account of the Beneficiary.
- 2.10. We are not responsible to you or a Beneficiary for any loss as a result of:
 - 2.10.1. any error or omission in the details you provide when requesting an International Money Transfer, except to the extent that the loss is caused by our fraud, negligence or wilful misconduct (including that of our officers, employees, contractors or agents);
 - 2.10.2. any error, omission or negligence of Convera; or
 - 2.10.3. any delay in payment to the Beneficiary (however caused), except to the extent that the loss is caused by our fraud, negligence or wilful misconduct (including that of our officers, employees, contractors or agents).

- 2.11. An International Money Transfer is undertaken at your own risk and Convera and/or its affiliates and/or their agents accept no liability whatsoever for any delay, mistake, misinterpretation of instruction or omission which may occur with an International Money Transfer.
- 2.12. Convera charges an exchange margin on International Money Transfers, which is reflected in the exchange rate stated in a quote.

3. Definitions in this document

Account means an account held with us which you can access electronically, excluding a term deposit or prepaid facility;

Accountholder means the person(s) in whose name(s) an Account is held and if there is more than one Accountholder, it means the Accountholders jointly and severally;

Beneficiary means a person to whose account you make an International Money Transfer;

International Money Transfer (also known as **IMT** or **Telegraphic Transfer**) means a payment to the account of a Beneficiary located in a foreign country using a real-time foreign currency exchange rate which you initiate through Online Banking or request us to complete on your behalf, and which is debited from one of your Accounts;

Digital Banking means our digital banking service access via Online Banking or the People First Banking App;

We, us, our, People First Bank, refers to Heritage and People's Choice Ltd ABN 11 087 651 125, Australian Financial Services Licence 244310 and Australian Credit Licence 244310; and

You or **your** means, according to the context:

- the Accountholder; and
- any third party the Accountholder nominates to operate the Account.