



PIONEER BANKING PACKAGE

Terms and conditions

Current as at 1 September 2015

1. Acceptance of terms and conditions

By requesting to open a Pioneer Banking Package (Pioneer), you accept these terms and conditions.

2. Opening a Pioneer package

In order to open a Pioneer package, you must:

- have a personal membership with SERVICE ONE Mutual Limited
- request SERVICE ONE Alliance Bank to open a Pioneer package, and
- hold a loan as part of the Pioneer package that meets eligibility requirements.

3. Eligibility for Pioneer package and co-borrowers

In order to be eligible for Pioneer package benefits you must:

- pay the annual fee as detailed in SERVICE ONE Alliance Bank's Schedule of Fees and Charges
- hold a Day-to-Day Savings Account with SERVICE ONE Alliance Bank from which the annual fee is paid (in the case of co-borrowers, it is recommended to use a jointly owned transaction account from which the annual fee is paid)
- have, or will have on funding an outstanding loan balance of at least \$200,000 across all Package Loans (only loans funded from 1 January 2012 are eligible)
- not be a party to another banking package with SERVICE ONE Alliance Bank, and
- not be in breach of any of the terms and conditions applicable to a loan held with SERVICE ONE Alliance Bank.

If there is more than one borrower, SERVICE ONE Alliance Bank will issue correspondence to the borrower/s as nominated through the lending process and this will be taken as having issued correspondence to all co-borrowers. SERVICE ONE Alliance Bank also reserves the right to issue correspondence to the primary borrower as identified in SERVICE ONE Alliance Bank's banking system and this will be taken as having issued correspondence to all co-borrowers.

4. Pioneer package benefits

Details of the Pioneer package benefits are detailed in the Benefits Schedule on page 5.

Terms and conditions, fees and charges apply to the Package Loans and Eligible Products. Full details of all product terms and conditions are available online at serviceone.com.au or from any SERVICE ONE Alliance Bank Branch. They may be varied, or new terms and conditions introduced in the future.

Unless SERVICE ONE Alliance Bank advises you otherwise, Pioneer package benefits cannot be taken in conjunction with, or in addition to other special offers, negotiated rates or discounts offered by SERVICE ONE Alliance Bank or its partners. This includes (but is not limited to):

- the Introductory 1-year Fixed Rate Home Loan (no longer available for sale)
- the Base Variable Home Loan (no longer available for sale)
- HomePlus line-of-credit
- other promotional or introductory offers
- loans with discounted or negotiated rates
- negotiated interest rates on deposit and/or investment accounts, and/or
- base insurance premiums already discounted including multi-policy.

5. Cancellation of Pioneer package

If the last Package Loan is closed, the Pioneer package will be cancelled on the date the next Pioneer annual fee is due. This means that, subject to eligibility, Pioneer package benefits will continue to be available between the date the last Packaged Loan is closed and the date the next Pioneer package annual fee is due.

You may cancel your Pioneer package at any time by instructing SERVICE ONE Alliance Bank in writing (a specific form is available upon request). Your Pioneer package will be cancelled upon receipt of this written advice and all benefits will cease.

SERVICE ONE Alliance Bank may cancel your Pioneer package immediately if:

- you do not pay the Pioneer package annual fee, and/or
- you are in breach of any of the terms and conditions applicable to any loan held with SERVICE ONE Alliance Bank.

If SERVICE ONE Alliance Bank materially reduces the overall Pioneer package benefits as per Clause 6, you may request to cancel your Pioneer package and SERVICE ONE Alliance Bank will provide you with a pro-rata refund of your annual Pioneer package fee. SERVICE ONE Alliance Bank will not otherwise refund this annual fee if your Pioneer package is cancelled or a Pioneer package benefit is removed or changed.

6. Changes to terms and conditions

SERVICE ONE Alliance Bank may change or vary Pioneer package terms and conditions, including (but not limited to):

- the annual fee, and/or
- the benefits associated with the Pioneer package.

SERVICE ONE Alliance Bank will notify you of these changes if:

- a new fee or charge is introduced – you will receive written notification sent to your last known address advising you of the change at least 20 days before the change takes effect, and
- any other change is made – you will receive either written notification sent to your last known address advising you of the change or advertisement in local newspapers or media (or both) no later than the day on which it takes effect.

7. Fees and charges

An annual fee will be charged to access Pioneer package benefits. This fee is set out in SERVICE ONE Alliance Bank's Schedule of Fees and Charges. This fee will be charged on each anniversary date of the initial Pioneer package fee charge date.

This annual fee will be debited from an agreed transaction account as part of your SERVICE ONE Mutual Limited membership. If you close this account, SERVICE ONE Alliance Bank reserves the right to charge this annual fee from another account within your membership. If you close all accounts this fee can be charged from, SERVICE ONE Alliance Bank will cancel your Pioneer package in accordance with clause 5.

8. Code of Practice

SERVICE ONE Alliance Bank adopts the Code of Banking Practice – a set of good practices for the banking industry.

Further information about these practices as well as our dispute resolution process can be found in SERVICE ONE's Financial Services Guide available at any Branch or online at serviceone.com.au.

9. Third party providers

SERVICE ONE has arrangements with several third party providers in order to make certain products and services available to Members, including products and services that form part of Pioneer package benefits. For specific details about these arrangements, including any commissions that are paid or earned by SERVICE ONE, refer to the Financial Services Guide available at any Branch or online at serviceone.com.au.

"Entertainment Book" is a book published by Entertainment Publications of Australia Pty Ltd (ABN 85 065 011 903) which contains discounted or introductory offers to a range of dining, tourist and recreational activities.

SERVICE ONE is not responsible for, and does not endorse, warrant or guarantee, the quality, accuracy or reliability of the products and services issued by these third party providers.

10. Definitions

Term	Meaning
Bendigo Bank	Bendigo and Adelaide Bank Limited ACN 068 049 178 AFSL/Australian Credit Licence 237879.
Benefits Schedule	The schedule that details the benefits available under the Pioneer package.
Eligible Product	Any SERVICE ONE Alliance Bank product to which Pioneer package benefits apply.
Pioneer package	SERVICE ONE Alliance Bank's Pioneer Banking Package.
Package Loan	An eligible loan to which your Pioneer package benefits apply (refer to the Schedule of Benefits for details).
SERVICE ONE	SERVICE ONE Mutual Limited, ACN 095 848 598, an agent of Bendigo Bank in the distribution of SERVICE ONE Alliance Bank branded products and services.
SERVICE ONE Alliance Bank	A brand applied to banking products and services SERVICE ONE provides as an agent of Bendigo Bank. A trade mark of Bendigo Bank.
You, your	Any holder of the Pioneer package or of an Eligible Product.

Terms in these terms and conditions have the same meaning as contained in either SERVICE ONE's Financial Services Guide or SERVICE ONE Alliance Bank's Schedule of Fees and Charges.

Schedule of benefits – Pioneer Banking Package

Home loans (Package Loans)

Interest rate discounts and fee reductions are available on the following Package Loans:

- Standard Variable Rate Home Loan (variable)
- 1-year Fixed Rate Home Loan (fixed)
- 2-year Fixed Rate Home Loan (fixed)
- 3-year Fixed Rate Home Loan (fixed)
- 4-year Fixed Rate Home Loan (fixed), and
- 5-year Fixed Rate Home Loan (fixed).

The interest rate discounts for Package Loans are as follows:

Loan type	Total Package Loan borrowing (across all Package Loans)	Discount off published rate (life-of-loan)
Variable rate loan	\$200,000 to \$499,999	0.60%
	\$500,000 or more	0.75%
Fixed rate loans	\$200,000 or more	0.20%

Please note:

- These discounts are honoured for the life-of-loan, subject to you remaining part of the Pioneer Banking Package and you make no variation to your associated loan contract/s.
- Discounts are based on your total Package Loan borrowing – that is, the total balance of all loans eligible for Pioneer package benefits as detailed above at the time you apply for the Pioneer Banking Package. For example, if your borrowings at the time you apply for Pioneer package benefits include the following three loans (all funded after 1 January 2012):
 1. HomePlus Line of Credit Home Loan \$200,000
 2. Standard Variable Rate \$400,000
 3. 2-year Fixed Rate Home Loan \$100,000,the Eligible Loans are 2 and 3, giving you a total amount of borrowings eligible for Pioneer benefits of \$500,000, entitling you to a 0.75% discount on the Standard Variable Rate and a 0.20% discount on the 2-year Fixed Rate Loan.
- There is no limit on the number of Package Loans within a Pioneer package that may receive an interest rate discount (provided they were funded from 1 January 2012).
- Interest rate discounts will be re-assessed and applied as per the above table if you vary your contract (for instance you top-up your loan or change loan products outside of a fixed rate coming off a fixed period). For instance, if you increase your total borrowings across Package Loans from \$450,000 to \$500,000, your discount will increase from 0.60% to 0.75% and this will be applied across all Package Loans. Subsequently, if your variation causes your total borrowings to shift from an initial amount of \$500,000 or more to less than \$500,000, your discount will reduce from 0.75% to 0.60% across all Package Loans. This does not include repaying your loan in accordance with the repayment schedule or making additional repayments.
- For fixed rate loans reverting to the Standard Variable Rate Home Loan after the fixed period, your total Package Loan borrowing will be calculated using your loan balance/s at the time you joined the Pioneer Banking Package.

Eligible Products

Fee waivers or reductions

Loan type	Fee waiver or reduction
Variable rate loan	No Mortgage Application Fee. No loan Monthly Service Fees. No Variation Fee [#] . No SERVICE ONE staff-assisted Loan Redraw Fee.
Fixed rate loans	No Mortgage Application Fee. No loan Monthly Service Fees. No Variation Fee ^{#^} . No SERVICE ONE staff-assisted Loan Redraw Fee.

For more information on these fees, refer to SERVICE ONE Alliance Bank's Schedule of Fees and Charges.

Does not include any third party fees incurred by SERVICE ONE.

^ Does not include economic cost for early repayment or termination of fixed rate loans.

Everyday banking discounts

As a Pioneer package Member, you will receive an unlimited Fee Allowance per month (to offset a selection of everyday banking fees) – refer to SERVICE ONE Alliance Bank's Schedule of Fees and Charges for details.

Other discounts and benefits

Item	Benefit/s
Personal loan	No Personal Loan Application Fee. 0.50% off the published rate for variable rate personal loans of \$10,000 or more.
Term deposits	0.10% bonus interest on published term deposit rates for new or when existing investments mature and are rolled over for a further term. If you have a negotiated rate, no bonus interest will be applied.
Insurance	10% off the base premiums of MemberCare insurance products, including home and contents, and motor vehicle. If you are eligible for other discounts (i.e. multi-policy), you will receive the highest of the discounts applicable and the discounts are not cumulative.
Entertainment Book	Free Entertainment Book every year. Only one book for the Canberra/surrounding NSW region will be issued per Pioneer package and if co-borrowers have different addresses registered with SERVICE ONE Alliance Bank, the book will be sent to the primary borrower as identified in SERVICE ONE Alliance Bank's banking system.
Financial planning	SERVICE ONE will, at your request, arrange one complimentary, obligation-free appointment with a Bridges ⁺ financial planner to review your financial needs (over the term you remain on the Pioneer package).
Banking Manager	Holding a Pioneer package means you will have a dedicated Banking Manager who can be your first point-of-contact for your banking needs.

Please note:

- these benefits are only available for as long as you remain on the Pioneer package, and
- upon the cancellation of the Pioneer package, your banking will be reviewed and interest rates adjusted accordingly and fees reinstated/adjusted where relevant.

+ Bridges Financial Services Pty Ltd (Bridges). ABN 60 003 474 977. ASX Participant. AFSL No 240 837. Part of the IOOF group. In referring Members to Bridges, SERVICE ONE does not accept liability or responsibility for any act or omission of advice provided by Bridges or its Authorised Representatives.

For further information on arrangements SERVICE ONE has in place with third parties to provide particular products and services, refer to the Financial Services Guide, available at any Branch or online at serviceone.com.au.



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BRANCHES

Branches located throughout the ACT and surrounding NSW. Visit serviceone.com.au/locate or phone 1300 361 761 for details.

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Pioneer Banking Package terms and conditions are current as at 1 September 2015.

SERVICE ONE Mutual Limited ACN 095 848 598 (SERVICE ONE) is an agent of Bendigo and Adelaide Bank Limited (Bendigo Bank) ACN 068 049 178 AFSL/Australian Credit Licence 237879 in the distribution of SERVICE ONE Alliance Bank branded products and services. SERVICE ONE also has arrangements with other third parties as detailed in the Financial Services Guide.

SERVICE ONE Alliance Bank branded deposits and loans are deposits and loans of Bendigo Bank.

SERVICE ONE Alliance Bank is a trade mark of Bendigo Bank.