



# **Bank of us Guide for Making Osiko Payments**

Effective Date: 13 February 2018

## OSKO

We subscribe to Osko under the **BPAY** Scheme, allowing all our customers who satisfy the requirements set out in this Guide to make and receive Osko Payments in near real time.

You will be able to make an Osko Payment through the Bank of us Internet Banking platform and any associated access method e.g. the Bank of us Smart Banking App.

Any notifications we need to give you about Osko Payments will be via messages on our Internet Banking platform and associated access methods.

We will tell you if, for any reason, we are no longer able to offer you Osko. If we are no longer able to offer you Osko, you will not be able to send or receive Osko Payments through us.

Where we are able to do so we will tell you:

- if there are any delays in processing Osko Payments;
- when your Osko Payment is likely to be completed;
- give you the opportunity to cancel an Osko Payment if it is delayed.

### How to use Osko

You can make Osko Payments from any Bank of us transaction or savings account where 'Osko payments' is defined as an available access facility. For details on this, refer to the *Summary of Accounts, Availability of Access Facilities and Transaction Limits* or *Discontinued Products - Summary of Accounts, Availability of Access Facilities and Transaction Limits* available from [www.bankofus.com.au/important-information/](http://www.bankofus.com.au/important-information/)

Our *Account & Access Facility Conditions of Use* apply to any Osko Payment that you make.

Transaction limits may also apply from time-to-time based on the dollar value of Osko Payments that you can make. These transaction limits are set out under 'Account Transaction Limits' in our *Summary of Accounts, Availability of Access Facilities and Transaction Limits* at [www.bankofus.com.au/important-information/](http://www.bankofus.com.au/important-information/)

## MAKING OSKO PAYMENTS

### How Osko Payments work

As previously mentioned in the above 'How to use Osko' section of this guide, you can make Osko Payments from any Bank of us transaction or savings account where 'Osko payments' is defined as an available access facility.

Osko Payments can be made to an account using either a PayID or BSB and Account number. You do not have to have a registered PayID in order to make an Osko Payment.

When you make an Osko Payment through the Bank of us Internet Banking platform (or associated access method), the payment is processed using the New Payments Platform (NPP), which means the payment can be made in almost real time.

In addition to one-off payments you can also make scheduled and recurring payments using Osko.

When you direct an Osko Payment to a joint account, other account holders may be able to see the messages and notifications associated with the Payment. Similarly, if you are using a PayID, depending on the settings you choose, other account holders on your account may be able to see messages and notifications associated with Payments addressed to your PayID.

You can obtain more information regarding the use of PayIDs by joint accounts by referencing our *Customer Terms for Creating and Using Your PayID* available at [www.bankofus.com.au/important-information/](http://www.bankofus.com.au/important-information/)

When initiating a transaction, you might direct the transaction to an incorrect account if you get a PayID or BSB number wrong. To try to avoid this, we will ask you to verify that you have the right PayID or BSB and Account number. For PayIDs, we will present you with the associated PayID Name as an additional confirmation of the intended recipient before you submit a transaction.

**You should ensure that all information you provide in relation to an Osko Payment is correct as we will not be able to cancel an Osko Payment once it has been processed.**

If you have any questions about making Osko payments or how Osko works, please call us on 1300 306 716 or alternatively contact us at any of our branches.

### Payment Directions using PayID

You must give us the following information when you send us a Payment Direction using a PayID:

- recipient's PayID;
- recipient's name;
- amount;
- the account the payment is to come from.

### Payment Directions using a BSB and Account Number

You must give us the following information when you send us a Payment Direction using a BSB and Account number:

- recipient's BSB number;
- recipient's account number;
- recipient's account name;
- amount.

### Mistaken payments

If you have made a mistaken payment, either as to the PayID or the amount, please notify us. We will follow the procedures for mistaken payments in the 'Electronic Access Facilities and ePayments Conditions of Use' section of our *Account & Access Facility Conditions of Use*.

Where we and the sending financial institution determine that an NPP Payment made to your account is either a Mistaken Payment or a Misdirected Payment, we may, without your consent, and subject to complying with any other applicable terms and conditions, deduct from your account, an amount up to the original amount of the Mistaken Payment or Misdirected Payment. We will notify you if this occurs.

## Security

The 'Electronic Access Facilities and e-Payments Conditions of Use' section of our *Account & Access Facility Conditions of Use* applies to any Osko Payment that you make. This includes the information on the security measures that you will need to comply with to ensure that you are not liable for any unauthorised Osko Payment (importantly those in Section 6 'Pass Code Security Requirements').

You should therefore ensure that you understand and comply with the security requirements set out in the *Account & Access Facility Conditions of Use* to protect yourself.

## Fees and charges

Please see our *Fees and Charges Schedule* for any current fees and charges in relation to Osko Payments or alternatively visit our website at [www.bankofus.com.au/important-information/](http://www.bankofus.com.au/important-information/).

## Complaints about payments

We have a dispute resolution process to deal with any complaints you may have in relation to your Osko payments. Our dispute resolution policy requires us to deal with any complaint efficiently, speedily and sympathetically. If you are not satisfied with the way in which we resolve your complaint, or if we do not respond speedily, you may refer the complaint to our external dispute resolution provider.

If you want to make a complaint, please call us on 1300 306 716 or alternatively contact us at any of our branches.

Our staff have a duty to deal with your complaint under our internal dispute resolution policy. Our staff must also advise you about our complaint handling process and the timetable for handling your complaint. We also have an easy to read guide to our dispute resolution process (our '*Resolving your concern*' brochure) which we can make available to you on request.

We will keep you informed of the progress of all disputes and investigations. However, we may not notify you or keep you informed of certain investigations and disputes where we reasonably determine that doing so will, or is likely to, compromise the integrity of the investigation or Osko more broadly.

## Notifications

You may at any time, access a record of all successful Osko transactions which you have been involved with by reviewing your account transactions via Internet Banking, Mobile Banking, Telephone Banking or our Smart Banking App. Alternatively call us on 1300 306 716 or contact us at any of our branches.

Note: This applies to Osko Payments you make and Osko Payments that are deposited to your account.

Where an Osko Payment that you initiate fails for any reason, we will notify you of this where possible via SMS, email or secure mail to our Internet Banking platform. We recommend that you check for any failure notifications after you make an Osko Payment.