

Package Terms and Conditions

Effective 1 March 2024

1. About these terms and conditions

This document sets out the terms and conditions (**Package Terms**) of the package of benefits and services (the **Package**) offered with the Package Home Loan provided by Maitland Mutual Limited trading as The Mutual Bank, ABN 94 087 651 983, AFSL/Australian credit licence 238139 (**we or us**). If you apply for the Package Home Loan and your application is approved, the Package Terms apply in relation to the Package. This document does not include the terms and conditions of your Package Home Loan and the other products or services which have benefits under the Package (**Package Products**). There are separate terms and conditions for the Package Products.

2. Eligibility

To be eligible for the Package you must have a new Package Home Loan for an initial loan amount of at least \$150,000 and you must not be in breach of these Package Terms. The Package can only be established in one individual name (known as the **Package Owner**). It cannot be in joint names, a business name, or in the name of a corporate entity or trust. It is not available for existing home loans or with any other special offer or package.

3. Benefits

The Package starts when your Package Home Loan is funded and ends when cancelled. The Package Term is the period of time between the start date and end date of your Package. The products, services and features currently available for the Package (the **Package Benefits**) are set out in the table below (the **Package Benefits Table**), subject to any conditions noted in the Package Benefits Table. If the Package Home Loan has joint borrowers, the Package Benefits only apply to Package Products held in the name of the Package Owner (individually or jointly with others).

Product or service	Package Benefits for Package Owner
Package Home Loan	<p><i>Application Fee:</i> No application fee.</p> <p><i>Variable Rate Option (available during the Package Term):</i></p> <p>For owner occupiers, a minimum discount margin of 0.90% per annum off the owner-occupied variable interest rate for the Standard Home Loan; OR</p> <p>For investors, a minimum discount margin of 0.90% per annum off the investment variable interest rate for the Standard Home Loan; OR</p> <p>For first home buyers, a minimum discount of 1.65% per annum off the owner-occupied variable interest for the Standard Home loan.</p> <p><i>Fixed Rate Option (available during the Package Term):</i></p> <p>Owner occupiers are eligible for the Package Home Loan owner-occupied fixed interest rate options available at the time of funding.</p> <p>Investors are eligible for the Package Home Loan investment fixed interest rate options available at the time of funding.</p>

Transaction account	Monthly service fee waived on 100% Loan Offset accounts during the Package Term. Interest offset benefit is not available with fixed rate options.
Credit card	<p><i>Interest rate</i> 1% per annum discount off the standard annual percentage rate for our Mutual Visa Credit Card during the Package Term. This includes cards issued before the Package commences.</p> <p><i>Annual Fee</i> Annual fee waived on the Mutual Visa Credit Card up to \$49.00 p.a. during the Package Term.</p>
Personal Loans	Application fee of \$200.00 waived on The Mutual Bank car or personal loans applications made during the Package Term.
Valuation fee	Waived up to \$250.00 per new loan application during the Package Term.
Switching fee	Waived up to \$300.00 per switch during the Package Term.
Rollover fee	Waived up to \$200.00 per rollover during the Package Term.

4. Fees

You must pay the Package annual fee of \$395 when due. It is due when we first approve (and activate) your Package Home Loan application and then every 12 months, until your Package is cancelled.

If your Package is cancelled part of the way through a year, no part of the annual fee is refundable. You authorise us to debit the annual fee when due from your savings account with us or, if there are insufficient funds in that account, from any other account you hold with us. All other standard fees and charges applicable to your products and services will apply, except as modified by the Package Benefits in the Package Benefits Table, as may be amended from time to time.

5. Cancellation

If you cease to be eligible for the Package at any time, we may give you written notice cancelling your Package. You may also cancel your Package giving us at least 14 days' notice in writing. Upon cancellation:

- the Package will no longer apply;
- your Package Home Loan will be converted to a Standard Variable Rate Home Loan, the discounted interest rate will cease to apply and the current interest rate for the Standard Variable Rate Home Loan will then apply;
- normal fees and charges will instead apply to each of the Package Products;
- you must immediately pay any outstanding fees under these Package Terms; and
- if you have received any financial benefit (such as a discounted rate on a loan) but did not pay the Package annual fee, we may recover the amount of the financial benefit from you.

6. Changes

We may change these terms by giving you written notice at any time. Changes we may make include (but are not limited to) changing or withdrawing any Package Benefits or changing the eligibility criteria for the Package or for any of the Package Benefits. We may make these changes where we think it is reasonably necessary or desirable to change our product offering, to meet the needs of members, to remain competitive and financially sound, or to comply with the law. If the change reduces the Package Benefits or increases their costs, we will give you notice at least 30 days before the change takes effect.

7. Customer Owned Banking Code of Practice

We will comply with the Customer Owned Banking Code of Practice when it applies to our dealings with you.

8. Complaints

If you have a complaint in relation to the Package, please contact us by calling 1300 688 825 or visiting one of our branches. If we are unable to resolve your complaint, you may refer the complaint to our external dispute resolution scheme, the Australian Financial Complaints Authority, which can be contacted by calling 1800 931 678, by writing to GPO Box 3 Melbourne VIC 3001, or by emailing Info@afca.org.au.

IMPORTANT INFORMATION

Information about products in the Package Terms is of a general nature and does not take into account your financial situation, objectives or needs, so you should read the applicable terms and conditions and/or Product Disclosure Statement (**PDS**) for the Package Product before making a decision about whether to acquire the product. Package Products may have fees and charges payable.

CGU insurance is issued by CGU Insurance Limited ABN 27 004 478 371 AFSL 238291. Financial planning services are provided by Collective Financial Advice Pty Ltd Corporate Authorised Representative No 1286336 Alliance Wealth Pty Ltd ABN 93 161 647 007 AFSL 449221. Details of our relationship with these providers, including any commission or other benefits we may receive, are in our financial services guide (**FSG**).

You can obtain a copy of the product terms and conditions or PDS and our FSG by visiting our website

www.themutual.com.au

Maitland Mutual Limited trading as

The Mutual Bank ABN 94 087 651 983

AFSL/Australian credit licence 238139.

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