

# Notice to Suncorp Bank Customers

**Effective from 14 February 2025**, Suncorp Bank will be introducing changes to the following documents:

Terms and Conditions for Suncorp Bank Accounts and for Continuing Credit Accounts, Personal Deposit Accounts Product Information Document, Business Accounts Product Information Document, Lending Fees and Charges for Home Lending, Business Lending Fees and Charges, Schedule of Fees and Charges for Other Suncorp Bank Personal Accounts, Schedule of Fees and Charges for Other Suncorp Bank Business Accounts, Lending Fees and Charges for Other Suncorp Bank Personal Loans, Home Loans and Packages, Fixed Term Deposits Product Information Document, Wealth Cash Management Account Product Information Document and Carbon Insights Account Product Information Document & Terms and Condition (collectively, the Documents).

This notice is to advise you that you will no longer be able to make cheque deposits to your Suncorp Bank Account(s). These changes apply to all cheque deposits made to all Suncorp Bank Accounts at Suncorp Bank branches and agencies, any Automatic Teller Machines (ATMs), Bank@Post outlets or at any other bank.

## Changes to Terms and Conditions for Suncorp Bank Accounts and Continuing Credit Accounts

- Under clause 1.3 Definitions and Interpretation (page 9) the definition of “Cheque” is updated to:  
‘means a written order to us on our cheque form to pay a certain amount of money from your Account. Cheque withdrawals and deposits are no longer available from or to any Suncorp Bank accounts. Please refer to clause 3.2 for further details.’
- Under clause 3 Deposits (page 32) the first heading together with the following paragraphs is removed:  
‘Important information about depositing cheques at Suncorp Bank  
Effective from 14 February 2025, these Terms & Conditions will be updated and you will no longer be able to make cheque deposits to your Account.  
These changes apply to all cheque deposits made to all Suncorp Bank Accounts at any Suncorp Bank branch and agencies, any Automatic Teller Machines (ATMs), at any Bank@Post outlet and at any other bank.  
Full details of the changes will be available from 10 January 2025 on our website [www.suncorpbank.com.au/cheques](http://www.suncorpbank.com.au/cheques), at any Suncorp Bank branch or by contacting us on 13 11 75.’
- Under clause 3.1 Making Deposits to Your Account (page 32)
  - paragraph (a) ‘by cash, cheque or money order at any of our Branches or agencies but you must produce your passbook, card or state your account number’ is amended to remove the words ‘cheque or money order’

- paragraph (c) ‘by cash or cheque at any Suncorp Bank deposit ATM or cash only at Non-Suncorp Bank ATM\* designated by us from time to time, but you must enter your card and PIN’ is amended to remove the words ‘or cheque’
- paragraph (d) ‘by cash or cheque at any Bank@Post outlet, but you must enter your Card and PIN’ is amended to remove the words ‘or cheque’;
- the sentence below paragraph (d) ‘The date we deposit the cheque or money order to your Account will be the date we process it to your Account after we receive it’ is removed
- paragraph (f) ‘by cash or cheque at any bank (please quote BSB 484-799 and your account number) but you may have to pay a fee or charge to that bank.’ is amended to remove the words ‘or cheque’

- Under clause 3.2 Depositing Cheques and Money Orders (page 33) into Your Account is amended to include the following wording :

‘Cheque and money order deposits are not able to be made to your account at Suncorp Bank branches and agencies, Automatic Teller Machines (ATMs), Bank@Post outlets or at any other bank.’

- Under clause 3.2 Depositing Cheques and Money Orders into Your Account (page 33) the following headings and paragraphs are removed:

### ‘3.2.1 Clearance Times

When you present a cheque (including personal cheques and bank cheques) or money order for deposit to your Account, the Bank will conduct an assessment of the cheque or money order and may, acting reasonably, refuse to accept the cheque or money order for deposit if it is in the Bank’s Legitimate Interests to do so. When you deposit a cheque or a money order to your Account, including a bank cheque, we usually require (3) three Business Days after the cheque or money order is deposited, before we let you withdraw the funds.

Generally, cheques (including bank cheques) and money orders deposited to your Account are not available until the amount of the cheque or money order is collected by us from the bank or institution on which the cheque or money order is drawn.

This means that the cheque or money order deposit does not immediately become part of your Available Balance.

The clearance time is only a guide as it may take longer for the cheque or money order to be collected. A cheque or money order may still be dishonoured after the 3 Business Days have expired (see 3.3 Cheque dishonours below).

### 3.2.2 Withdrawal Before the Cheque Has Been Collected

By making funds available it does not mean cheques (including personal cheques and bank cheques) or money orders deposited to your Account have been collected.

### 3.2.3 Cheques or Money Orders Which Are Not Collected

Unless we are found to be negligent, fraudulent, to have engaged in wilful misconduct or to have otherwise breached our legal obligations (including that of our officers, employees, contractors or agents), we may recover the funds from your Account if we are unable to collect the proceeds of a cheque (including personal cheques or bank cheques) or money order from the bank or institution where the cheque or money order is drawn.

Examples of where a cheque or money order may not be collected:

- (a) it was lost, stolen or destroyed during transit;
- (b) it was dishonoured; or
- (c) it was returned to us unpaid, as the bank or institution of which it was drawn has identified:
  - (i) it was forged;
  - (ii) they were not paid in full for the value of the cheque or money order;
  - (iii) it was significantly altered; or
  - (iv) a Court has ordered the payment to be stopped.

### 3.2.5 Interest on Deposited Cheques

We pay interest on cheques (including personal cheques and bank cheques) from the date they are deposited unless the cheque is returned unpaid or dishonoured. No interest is paid on the amount of unpaid or dishonoured cheques.

- Clause 3.3 Cheque Dishonours (page 34) the following paragraph is removed:

‘We will tell you if a cheque (including personal cheques and bank cheques) you deposit to your Account has been dishonoured. The amount of the cheque will be debited from your Account.’
- Clause 3.4 Holds on your Account (page 34) is renumbered as Clause 3.3
- Under Clause 4.4.1 What is a bank cheque (page 36) the first paragraph is updated to:

‘A bank cheque is not cash. It is a written order from a bank to pay a certain amount of money on demand. Bank cheques are not available from Suncorp Bank. Bank cheques issued prior to 1 March 2024 deposited at another financial institution will be paid provided they have not been stopped as set out below.’
- Clause 4.4.1 (page 37) Stopping Payment on your bank cheque is renumbered to 4.4.2 to correct an error.
- Under Clause 4.5 When are Deposits Available (page 37) the second and third paragraph set out below are removed.

‘If you deposit cheques or money orders to your Account, the proceeds are generally not available until they have been collected in the manner outlined in clauses 3.2 and 3.4.

Important Changes: Effective from 14 February 2025, cheque deposits will no longer be able to be made to any Suncorp Bank Accounts. Please refer to clause 3 Deposits for further details.’

- Under Clause 6 Set-Off and Account Combination (page 42) the second sentence in the fifth paragraph is amended to:

‘For example, if you have a direct debit honoured and there are insufficient Cleared Funds to cover it in your Account we can transfer money from another of your accounts to make up the difference.’
- Under Clause 8.3 Risks with Appointing Third Parties and Powers of Attorney (page 44) the words ‘(including cheques drawn)’ in the second paragraph ‘You are responsible for any Transactions that Person makes on your Account (including cheques drawn), even if you do not know about them.’ are removed.
- Under Clause 15.1 When you can close your account (page 50) paragraph (a)
  - the first sentence is updated to ‘If you have deposited any cheques to your Account prior to 14 February 2025, we cannot close your Account until they have been cleared;’
  - the second sentence ‘Cheque clearance usually takes around three (3) days (see clause 3.2). is removed’
- Under Clause 15.3 After closing your account (page 51) the last paragraph is removed:

‘If any cheques are presented to us after the Account has been closed, we may not pay them.’
- Under Clause 19.3 Paying Cheques (page 57) the following wording has been added as the first paragraph:

‘This section only applies to cheques which were issued from Suncorp Bank accounts prior to 1 March 2024 and presented prior to 14 February 2025. Any cheques presented after 14 February 2025 (including cheques issued prior to 1 March 2024) will be dishonoured as Suncorp Bank will no longer participate in cheque processing.

Please refer to clause 4.4 with respect to processes for Bank Cheques.’
- Clause 19.4 (page 57) the first sentence is updated to:

‘You can stop payment of an unpaid Cheque by phoning us on 13 11 75 or visiting your local branch before the cheque has been presented by the Payee to their bank or institution to draw money from your Account.’
- Under Clause 20.8 Deposits to an ATM (page 60):
  - paragraph (c) ‘(c) must process and clear any cheques’ is removed
  - paragraph (d) has been renumbered as (c)
  - the last paragraph ‘Important Changes: Effective from 14 February 2025, cheque deposits will no longer be able to be made to any Suncorp Bank Accounts. Please refer to clause 3 Deposits for further details.’ is removed.

### Changes to Personal Deposit Accounts Product Information Document Accounts

- Under heading Product Features at a Glance – Suncorp Bank Transaction Fees (page 4):
  - ‘Personal cheque withdrawals’ is removed from the table.

- 'Bank@Post withdrawals, cheque and cash deposits (limits apply)' is updated to remove the word 'cheque'
- The paragraph which states 'Effective from 14 February 2025, cheque deposits will no longer be able to be made to any Suncorp Bank Accounts. Please refer to page 31, for further details.' is removed from under the heading 'Bank@Post withdrawals, cheque and cash deposits (limits apply).'
- Under heading Product Features at a Glance – Suncorp Bank Transaction Fees (page 5):
  - 'Personal cheque withdrawals' is removed from the table.
  - 'Bank@Post withdrawals, cheque and cash deposits (limits apply)' is updated to remove the word 'cheque'
  - The paragraph which states 'Effective from 14 February 2025, cheque deposits will no longer be able to be made to any Suncorp Bank Accounts. Please refer to page 31, for further details.' is removed from under the heading Bank@Post withdrawals, cheque and cash deposits (limits apply).
- Under heading Everyday Options Account (page 6) the wording in the box:
 

'Important Information about cheques and Everyday Options Accounts:

Cheque withdrawals are not available on Everyday Options Accounts.

Effective from 14 February 2025, cheque deposits will no longer be able to be made to any Suncorp Bank Accounts. Please refer to page 31, for further details.' is removed.
- Under heading Everyday Options Sub-Accounts (page 6)
  - the final sentence 'You cannot use a card or cheque on a Sub-Account' is updated to remove the words 'or cheque'
- Under heading Everyday Options Sub-Accounts (page 7)
  - the final sentence in the first paragraph 'Cash and/or cheques can be deposited into the Sub-Account at any Suncorp Bank Branch.' is updated to remove the words 'and/or cheques'
  - the second paragraph 'Important Changes: Effective from 14 February 2025, cheque deposits will no longer be able to be made to any Suncorp Bank Accounts. Please refer to page 31, for further details.' is removed.
- Under heading How to access my account? (page 12) the final sentence in the second paragraph 'Card and cheque access is not available on the Growth Saver Account.' is updated to remove the words 'and cheque'
- Under heading Kids Savings Account (page 12) the final sentence of the fifth paragraph 'Cash and/or cheques can be deposited into the Kids Savings Account at any Suncorp Bank Branch.' is updated to remove the words 'and/or cheques'.
- Under heading Kids Savings Account (page 13) the first paragraph on the page:
 

'Important Changes: Effective from 14 February 2025, cheque deposits will no longer be able to be made to any Suncorp Bank Accounts. Please refer to page 31, for further details.' is removed
- Under heading Kids Savings Account (page 13) the second dot point in the third paragraph on the page 'Cheque book access' is removed:
- Under heading Account Fees (page 22):
  - 'Personal cheque withdrawals' is removed from the table.
  - 'Bank@Post withdrawals, cheque and cash deposits (limits apply)' is updated to remove the word 'cheque'
  - The paragraph which states 'Effective from 14 February 2025, cheque deposits will no longer be able to be made to any Suncorp Bank Accounts. Please refer to page 31, for further details.' is removed from under heading Bank@Post withdrawals, cheque and cash deposits (limits apply)
- Under heading Account Fees (page 23):
  - 'Personal cheque withdrawals' is removed from the table.
  - 'Bank@Post withdrawals, cheque and cash deposits (limits apply)' is updated to remove the word 'cheque'
  - The paragraph which states 'Effective from 14 February 2025, cheque deposits will no longer be able to be made to any Suncorp Bank Accounts. Please refer to page 31, for further details.' is removed from under the heading Bank@Post withdrawals, cheque and cash deposits (limits apply).
- Under heading Special Requests, Replacements and Other Event Fees (page 24) 'Stop payment requests – cheques and bank cheques' is updated to remove the words 'cheques and'.
- Under heading Bank@Post (page 29)
  - the first paragraph 'Important Changes: Effective from 14 February 2025, cheque deposits will no longer be able to be made to any Suncorp Bank Accounts. Please refer to page 31, for further details.' is removed.
  - the second sentence in the second paragraph is updated to 'This service allows you to make cash deposits, withdraw cash and make EFTPOS purchases from your transaction account at Australia Post outlets.'
  - the last sentence in the second paragraph 'Cheque clearing times may vary.' is removed
  - the following sentence 'Cheque deposits are not accepted to any Suncorp Bank Account via Bank@Post.' is inserted after the second paragraph as a new paragraph.
  - the second dot point in the third paragraph (which is now the fourth paragraph) 'cheque deposits (no maximum). Note that a Deposit Only Card cannot be used to process a cheque made out to a personal customer at Bank@Post.' is removed.
- Under heading Cheques (page 31) the following wording is added:
 

'Cheques are not able to be issued from any Suncorp Bank accounts.'

— For cheques issued from a Suncorp Bank account prior to 1 March 2024, cheques are able to be traced to verify that a payment has been made.

Cheque deposits are not able to be made to your account at any Suncorp Bank branches and agencies, Automatic Teller Machines (ATMs), Bank@Post outlets or at any other bank.

- Under heading Cheques (page 31) the following paragraphs are removed:

‘A cheque facility is a payment facility that lets you ask Suncorp Bank to make a payment from an account using a cheque. The payee of the cheque usually has to wait for the cheque to be cleared before they can access the funds. Cheque clearing times may vary.

For cheques written prior to 1 March 2024, you can:

- stop payment of a cheque if it is lost or stolen before it is presented to us for payment;
- trace cheques to verify that a payment has been made.

Important information about cheques

Cheque Withdrawals: Cheque withdrawals are not available on any Suncorp Bank Account.

Cheque Deposits: Effective from 14 February 2025, these Terms & Conditions will be updated and you will no longer be able to make cheque deposits to your Account.

These changes apply to all cheque deposits made to all Suncorp Bank Accounts at any Suncorp Bank branch and agencies, any Automatic Teller Machines (ATMs), at any Bank@Post outlet and at any other bank.

Full details of the changes will be available from 10 January 2025 on our website [www.suncorpbank.com.au/cheques](http://www.suncorpbank.com.au/cheques), at any Suncorp Bank branch or by contacting us on 13 11 75.

- Under heading Telephone Banking (page 32) the final dot point ‘Check your cheque payments.’ is removed.
- Under heading Deposit Only Card (page 35)
  - the first paragraph ‘Important Changes: Effective from 14 February 2025, cheque deposits will no longer be able to be made to any Suncorp Bank Accounts. Please refer to page 31, for further details.’ is removed.
  - the first sentence in the second paragraph ‘A Deposit Only Card allows customer to make cash or cheque deposits at any Suncorp Bank deposit ATM or Bank@Post outlet.’ is updated to remove the words ‘or cheque’
- Under heading Insufficient Funds Sweep (page 36) the paragraph ‘An insufficient funds sweep facility allows you to automatically transfer available funds into a nominated primary Suncorp Bank account from a related Suncorp Bank account if there are insufficient funds to cover a Direct Debit or personal cheque from your primary Suncorp bank account.’ is updated to remove the words ‘or personal cheque’.
- Under heading Important Terms Explained (page 40) the meaning for ‘Cheque’ has been updated to:

‘a written order to us on our cheque form to pay a certain amount of money from your account. Cheque withdrawals and deposits are no longer available from or to any Suncorp Bank accounts. Please refer to page 31 for further details.’

- Under heading Important Terms Explained (page 40) the meaning for ‘Deposit Only Card is updated to:

‘a card which is linked to an eligible transaction account that can be used at any Suncorp Bank deposit ATM or Bank@Post outlet. The Deposit Only Card has the words “Deposit Only” clearly labelled on the front of the card. The card can be used for cash deposits but not withdrawals, purchases or account enquiries.’

### **Changes to Business Accounts Product Information Document**

- Under heading Product Features at a Glance (page 4):
  - ‘Cheque Deposits’ is updated in the table to indicate that cheque deposits are not available.
  - The paragraph which states ‘Effective from 14 February 2025, cheque deposits will no longer be able to be made to any Suncorp Bank Accounts. Please refer to page 28, for further details.’ is removed under heading Cheque Deposits.
- Under heading Product Features at a Glance (page 5):
  - ‘Cheque Deposits’ is updated to indicate that cheque deposits are not available.
  - The paragraph which states ‘Effective from 14 February 2025, cheque deposits will no longer be able to be made to any Suncorp Bank Accounts. Please refer to page 28, for further details.’ is removed under heading Cheque Deposits
  - ‘Bank@Post withdrawals, cheque and cash deposits (limits apply)’ is updated to remove the word ‘cheque’
  - The paragraph which states ‘Effective from 14 February 2025, cheque deposits will no longer be able to be made to any Suncorp Bank Accounts. Please refer to page 28, for further details.’ is removed under heading Bank@Post withdrawals, cheque and cash deposits (limits apply).
- Under heading Business Premium Account (page 7):
  - the wording in the box:

‘Important Information about Business Premium Accounts and Cheques

Cheque withdrawals: Cheque withdrawals are not available on Business Premium Accounts.

Cheque Deposits: Effective from 14 February 2025, cheque deposits will no longer be able to be made to any Suncorp Bank Accounts. Please refer to page 28, for further details.’ is removed.
- Under heading Business Saver Account (page 7) the first sentence in the fourth paragraph ‘You can not use a card or cheque on a Business Saver Account and you are not able to directly withdraw cash’ is updated to remove the words “or cheque”.

- Under heading Product Features at a Glance (page 16):
  - ‘Cheque Deposits’ is updated to indicate that cheque deposits are not available.
  - The paragraph which states ‘Effective from 14 February 2025, cheque deposits will no longer be able to be made to any Suncorp Bank Accounts. Please refer to page 28, for further details.’ is removed under heading Cheque Deposits
- Under heading Fees (page 17):
  - ‘Cheques Deposited (per item)’ is updated to indicate that cheque deposits are not available.
  - ‘(per item)’ is removed from heading Cheques Deposited (per item)
  - The paragraph which states ‘Effective from 14 February 2025, cheque deposits will no longer be able to be made to any Suncorp Bank Accounts. Please refer to page 28, for further details.’ is removed under heading Cheques Deposited (per item)
- Under heading Fees (page 22):
  - ‘Cheque Deposits’ is updated to be ‘Not Applicable’.
  - The paragraph which states ‘Effective from 14 February 2025, cheque deposits will no longer be able to be made to any Suncorp Bank Accounts. Please refer to page 28, for further details.’ is removed under heading Cheque Deposits
  - ‘Bank@Post withdrawals, cheque and cash deposits (limits apply)’ is updated to remove the word ‘cheque’
  - The paragraph which states ‘Effective from 14 February 2025, cheque deposits will no longer be able to be made to any Suncorp Bank Accounts. Please refer to page 28, for further details.’ is removed under heading Bank@Post withdrawals, cheque and cash deposits (limits apply)
- Under heading Bank@Post (page 25)
  - the first paragraph ‘Important Changes: Effective from 14 February 2025, cheque deposits will no longer be able to be made to any Suncorp Bank Accounts. Please refer to page 31, for further details.’ is removed
  - the second sentence in the second paragraph is updated to ‘This services allows you to make cash deposits, withdraw cash and make EFTPOS purchases from your transaction account at Australia Post outlets.’
  - the following wording is added to the end of the second paragraph ‘Cheque deposits are not accepted to any Suncorp Bank Account via Bank@Post.’
  - the second dot point in the third paragraph ‘cheque deposits (no maximum).’ is removed.
- Under heading Cheques (page 28) the following wording is added:
 

‘Cheques are not able to be issued from any Suncorp Bank accounts.

  - For cheques issued from a Suncorp Bank account prior to 1 March 2024, cheques are able to be traced to verify that a payment has been made.
- Under heading Cheques (page 28) the following paragraphs are removed:
 

‘A cheque facility is a payment facility that lets you ask Suncorp Bank to make a payment from an account using a cheque. The payee of the cheque usually has to wait for the cheque to be cleared before they can access the funds.

For cheques written prior to 1 March 2024, you can:

  - stop payment of a cheque if it is lost or stolen before it is presented to us for payment;
  - trace cheques to verify that a payment has been made.

Important information about cheques

Cheque Withdrawals: Cheque withdrawals are not available on Business Premium Accounts.

Cheque Deposits: Effective from 14 February 2025, these Terms & Conditions will be updated and you will no longer be able to make cheque deposits to your Account.

These changes apply to all cheque deposits made to all Suncorp Bank Accounts at any Suncorp Bank branch and agencies, any Automatic Teller Machines (ATMs), at any Bank@Post outlet and at any other bank.

Full details of the changes will be available from 10 January 2025 on our website [www.suncorpbank.com.au/cheques](http://www.suncorpbank.com.au/cheques), at any Suncorp Bank branch or by contacting us on 13 11 75.’
- Under heading Telephone Banking (page 28) the final dot point in the first paragraph ‘Check your cheque payments.’ is removed.
- Under heading Deposit Only Card (page 32)
  - the first paragraph ‘Important Changes: Effective from 14 February 2025, cheque deposits will no longer be able to be made to any Suncorp Bank Accounts. Please refer to page 28, for further details.’ is removed.
  - the first sentence in the second paragraph ‘A Deposit Only Card allows customer to make cash ‘or cheque’ deposits at any Suncorp Bank deposit ATM or Bank@Post outlet.’ is updated to remove the words ‘or cheque’
- Under heading Insufficient Funds Sweep (page 33) the paragraph ‘An insufficient funds sweep facility allows you to automatically transfer available funds into a nominated primary Suncorp Bank account from a related Suncorp Bank account if there are insufficient funds to cover a Direct Debit or cheque from your primary Suncorp bank account.’ is updated to remove the words ‘or cheque’.
- Under heading Risks (page 39) ‘a cheque, transfer, direct debit or PayTo payment fails or overdraws your account because of insufficient funds’ is updated to remove the words ‘a cheque,’.
- Under heading Special Requests, Replacements and Other Event Fees (page 45) ‘Stop payment requests – cheques and bank cheques’ is updated to remove the words ‘cheques and’.

- Under heading Important Terms Explained (page 49) the meaning for ‘Cheque’ is updated to:

‘a written order to us on our cheque form to pay a certain amount of money from your account. Cheque withdrawals and deposits are no longer available from or to any Suncorp Bank accounts. Please refer to page 28 for further details.’

- Under heading Important Terms Explained (page 49) the Term and Meaning for ‘Cheque transaction’ is removed.
- Under heading Important Terms Explained (page 50) the meaning for ‘Deposit Only Card’ is updated to:

‘a card which is linked to an eligible transaction account that can be used at any Suncorp Bank deposit ATM or Bank@Post outlet. The Deposit Only Card has the words “Deposit Only” clearly labelled on the front of the card. The card can be used for cash deposits but not withdrawals, purchases or account enquiries.’

### **Changes to Fixed Term Deposits Product Information Document**

- Under heading Additional Deposits at Maturity (page 11) the wording in the box:

‘Important information about depositing cheques at Suncorp Bank

Effective from 14 February 2025, these Terms & Conditions will be updated and you will no longer be able to make cheque deposits to your Account.

These changes apply to all cheque deposits made to all Suncorp Bank Accounts at any Suncorp Bank branch and agencies, any Automatic Teller Machines (ATMs), at any Bank@Post outlet and at any other bank.

Full details of the changes will be available from 10 January 2025 on our website [www.suncorpbank.com.au/cheques](http://www.suncorpbank.com.au/cheques), at any Suncorp Bank branch or by contacting us on 13 11 75.’ is removed.

- Under heading Additional Deposits at Maturity (page 11) the first sentence in the second paragraph ‘Cash and/or cheque deposits must be made to the nominated Suncorp Bank transaction or savings account for transfer to the Standard Term Deposit no later than the day prior to renewal.’ is updated to remove the words ‘and/or cheque.’

### **Changes to Carbon Insights Account Product Information Document & Terms and Conditions**

- Under clause 5.2 Making Deposits to Your Account (page 13) the wording in the box:

‘Important information about depositing cheques at Suncorp Bank

Effective from 14 February 2025, these Terms & Conditions will be updated and you will no longer be able to make cheque deposits to your Carbon Insights Main Account.

These changes apply to all cheque deposits made using Smart Automatic Teller Machines (ATMs)

Full details of the changes will be available from 10 January 2025 on our website [www.suncorpbank.com.au/cheques](http://www.suncorpbank.com.au/cheques), at any Suncorp Bank branch or by contacting us on 13 11 75.’ is removed.

com.au/cheques, at any Suncorp Bank branch or by contacting us on 13 11 75.’ is removed.

- Under clause 5.2 Making Deposits to Your Account (page 13) the following sentence is added as the final paragraph:

‘Cheque and money order deposits are not able to be made to your account using Smart Automatic Teller Machines (ATMs).’

- Under heading Deposits at an ATM (page 14)
  - the first sentence ‘You can make deposits to your Carbon Insights Main Account by cash or cheque at any Suncorp Bank deposit ATM, where you must enter your Debit Card and Personal Identification Number (PIN)’ is updated to remove the words ‘or cheque’.
  - the second dot point is updated to remove the following wording ‘for cheques we usually require three (3) Business Days after the cheque is deposited before we let you withdraw the funds’
  - the third dot point ‘must process and clear any cheques’ is removed.
  - The heading Depositing Cheques into your Carbon Insights Main Account via ATM and all paragraphs under is removed:

‘Depositing Cheques into your Carbon Insights Main Account via ATM

Important Changes: Effective from 14 February 2025, cheque deposits will no longer be able to be made to any Suncorp Bank Accounts. Please refer to page 13, for further details.

Cheques (including personal cheques and bank cheques) or money orders can only be deposited to a Smart ATM to your Carbon Insights Main Account and cannot be deposited in a Branch.

When you deposit a cheque (including personal cheques and bank cheques) or money order at an ATM to your Carbon Insights Main Account, the Bank will conduct an assessment of the cheque or money order and may, acting reasonably, refuse to accept the cheque for deposit if it is in the Bank’s Legitimate Interests to do so.

Generally, cheques (including bank cheques) and money orders deposited to your Carbon Insights Main Account are not available until the amount of the cheque or money order is collected by us from the bank or institution on which the cheque or money order is drawn.

This means that the cheque or money order deposit does not immediately become part of your Available Balance. The clearance time is only a guide as it may take longer for the cheque or money order to be collected.

A cheque or money order may still be dishonoured after the three (3) Business Days have expired, if this happens, we will let you know, and the amount of the cheque or money order will be debited from your Account.

By making funds available it does not mean cheques (including personal cheques and bank cheques) or money orders deposited to your Carbon Insights Main Account have been collected.

Unless we are found to be negligent, fraudulent, to have engaged in wilful misconduct or to have otherwise breached our legal obligations (including that of our officers, employees, contractors or agents), we may recover the funds from your Account if we are unable to collect the proceeds of a cheque (including personal cheques or bank cheques) or money order from the bank or institution where the cheque is drawn.

Examples of where a cheque or money order may not be collected:

- it was lost, stolen, or destroyed during transit;
- it was dishonoured; or
- it was returned to us unpaid, as the bank or institution of which it was drawn has identified:
  - it was forged;
  - they were not paid in full for the value of the cheque or money order;
  - it was significantly altered; or
  - a Court has ordered the payment to be stopped.

We pay interest on cheques (including personal cheques and bank cheques) from the date they are deposited unless the cheque is returned unpaid or dishonoured. No interest is paid on the amount of unpaid or dishonoured cheques.

- Under clause 16.1 When you can close your Account (page 44):
  - the first dot point is updated to 'If you have deposited any cheques to your Account prior to 14 February 2025, we cannot close your Account until they have been cleared;'
  - the second sentence 'Cheque clearance usually takes around three (3) days (see clause 5.2).' is removed.

### Changes to Wealth Cash Management Account Product Information Document

- Under heading Product Features at a Glance (page 4):
  - 'Bank@Post withdrawals, cheque and cash deposits (limits apply)' is updated to remove the word 'cheque'
  - The paragraph which states 'Effective from 14 February 2025, cheque deposits will no longer be able to be made to any Suncorp Bank Accounts. Please refer to page 15, for further details.' is removed under heading Bank@Post withdrawals, cheque and cash deposits (limits apply).
- Under heading Account Fees (page 8):
  - 'Bank@Post withdrawals, cheque and cash deposits (limits apply)' is updated to remove the word 'cheque'
  - The paragraph which states 'Effective from 14 February 2025, cheque deposits will no longer be able to be made to any Suncorp Bank Accounts. Please refer to page 15, for further details.' is removed under heading

Bank@Post withdrawals, cheque and cash deposits (limits apply).

- Under heading Special Requests, Replacements and Other Event Fees (page 9) 'Stop payment requests – cheques and bank cheques' is updated to remove the words 'cheques and'.
- Under heading Bank@Post (page 13)
  - the first paragraph 'Important Changes: Effective from 14 February 2025, cheque deposits will no longer be able to be made to any Suncorp Bank Accounts. Please refer to page 31, for further details.' is removed
  - the second sentence in the second paragraph is updated to 'This services allows you to make cash deposits, withdraw cash and make EFTPOS purchases from your transaction account at Australia Post outlets.'
  - the following wording is added to the end of the second paragraph 'Cheque deposits are not accepted to any Suncorp Bank Account via Bank@Post.'
  - the second dot point in the third paragraph 'cheque deposits (no maximum).' is removed.

- Under heading Cheques (page 15) the following wording has been added:

'Cheques are not able to be issued from any Suncorp Bank accounts.

- For cheques issued from a Suncorp Bank account prior to 1 March 2024, cheques are able to be traced to verify that a payment has been made.

Cheque deposits are not able to be made to your account at any Suncorp Bank branches and agencies, Automatic Teller Machines (ATMs), Bank@Post outlets or at any other bank.

- Under heading Cheques (page 15) the following paragraphs have been removed:

'Important information about depositing cheques at Suncorp Bank

Effective from 14 February 2025, these Terms & Conditions will be updated and you will no longer be able to make cheque deposits to your Account.

These changes apply to all cheque deposits made to all Suncorp Bank Accounts at any Suncorp Bank branch and agencies, any Automatic Teller Machines (ATMs), at any Bank@Post outlet and at any other bank.

Full details of the changes will be available from 10 January 2025 on our website [www.suncorpbank.com.au/cheques](http://www.suncorpbank.com.au/cheques), at any Suncorp Bank branch or by contacting us on 13 11 75.

A cheque facility is a payment facility that lets you ask Suncorp Bank to make a payment from an account using a cheque. The payee of the cheque usually has to wait for the cheque to be cleared before they can access the funds.

For cheques written prior to 1 March 2024, you can:

- stop payment of a cheque if it is lost or stolen before it is presented to us for payment;
- trace cheques to verify that a payment has been made.'

- Under heading Telephone Banking (page 16) the final dot point in the first paragraph has been removed:  
'Check your cheque payments.'
- Under heading Safeguards (page 21) the 9th dot point is removed:  
'do not pre sign cheques'
- Under heading Important Terms Explained (page 23) the meaning for 'Cheque' has been updated to:  
'a written order to us on our cheque form to pay a certain amount of money from your account. Cheque withdrawals and deposits are no longer available from or to any Suncorp Bank accounts. Please refer to page 15 for further details.'

#### **Changes to Schedule of Fees and Charges for Other Suncorp Bank Personal Accounts**

- Under heading Schedule of Fees and Charges for Other Suncorp Bank Personal Accounts (page 3):
  - 'Bank@Post withdrawals, cheque and cash deposits (limits apply)' is updated to remove the word 'cheque'
  - Under heading Bank@Post withdrawals, cheque and cash deposits (limits apply) the paragraph which states 'Effective from 14 February 2025, cheque deposits will no longer be able to be made to any Suncorp Bank Accounts. Please refer to your Account Terms & Conditions for further details.' is removed
- Under heading Additional Fees – Fee Description (page 6) 'Stop payment requests – cheques and bank cheques' is updated to remove the words 'cheques and'.

#### **Changes to Schedule of Fees and Charges for Other Suncorp Bank Business Accounts**

- Under heading Schedule of Fees and Charges for Other Suncorp Bank Business Accounts (page 3)
  - 'Cheque Deposits (per item)' is updated in the table to be 'not applicable'.
  - '(per item)' is removed from heading Cheques Deposits (per item)
  - The paragraph which states 'Effective from 14 February 2025, cheque deposits will no longer be able to be made to any Suncorp Bank Accounts. Please refer to your Account Terms & Conditions for further details.' is removed under heading Cheque Deposits (per item).
- Under heading NSW Agent's Statutory Trust Account (page 5)
  - 'Cheques Deposited (per item)' is updated in the table to be 'not available'.
  - '(per item)' is removed from heading Cheques Deposited (per item)
  - The paragraph which states 'Effective from 14 February 2025, cheque deposits will no longer be able to be made to any Suncorp Bank Accounts. Please refer to your Account Terms & Conditions for further details.' is removed under heading Cheques Deposited (per item).
- Under heading Business Finance Pak (page 8)

- 'Cheques Deposited' is updated in the table to be 'not applicable'.
- The paragraph which states 'Effective from 14 February 2025, cheque deposits will no longer be able to be made to any Suncorp Bank Accounts. Please refer to your Account Terms & Conditions for further details.' is removed under heading Cheques Deposited
- Under heading Special Requests, Replacements and Other Event Fees (page 9) 'Stop payment requests – cheques and bank cheques' is updated to remove the words 'cheques and'.

#### **Changes to Lending Fees and Charges for Home Lending**

- Under heading Special Requests, Replacements and Other Event Fees (page 13) 'Stop payment requests – cheques and bank cheques' is updated to remove the words 'cheques and'.
- Under heading Important Terms Explained (page 16) the meaning for 'Cheque' is updated to:  
'a written order to us on our cheque form to pay a certain amount of money from your account. Cheque withdrawals and deposits are no longer available from or to any Suncorp Bank accounts. Please refer to your Account Terms & Conditions for further details.'

#### **Changes to Business Lending Fees and Charges**

- Under clause 1.9 Transaction Fees (Page 14), the Table is updated as follows:
  - 'Cheque Deposits' is updated to indicate that cheque deposits are 'not available'.
  - The paragraph which states 'Effective from 14 February 2025, cheque deposits will no longer be able to be made to any Suncorp Bank Accounts. Please refer to your Account Terms & Conditions for further details.' is removed under heading Cheque Deposits.
- Under clause 2.1 Event Fees (Page 15 and 16), the Table is updated as follows:
  - 'Arrangement to cash Suncorp Bank cheques at another bank. Suncorp Bank cheques are not available from 1 March 2024', is updated to indicate this service is 'not available'.
  - 'Stop payment request – cheques' is updated to 'Stop payment request – cheques (stop payment requests are only available for cheques issued prior 1 March 2024).
- Under heading Important Terms Explained (page 22) the meaning for 'Cheque' is updated to:  
'a written order to us on our cheque form to pay a certain amount of money from your account. Cheque withdrawals and deposits are no longer available from or to any Suncorp Bank accounts. Please refer to your Account Terms & Conditions for further details.'
- Under heading Important Terms Explained (page 22) the Term and Meaning for 'Cheque transaction' as set out below is removed 'a transaction where a cheque is drawn on or deposited to your account.'
- Under heading Important Terms Explained (page 22) the meaning for 'Cheque deposit' is updated to:



'A transaction where a cheque is deposited into your account. Cheque and money order deposits are not able to be made to your account at Suncorp Bank branches and agencies, Automatic Teller Machines (ATMs), Bank@Post outlets or at any other bank.'

### **Changes to Lending Fees and Charges for other Suncorp Bank Personal Loans, Home Loans and Packages**

- Under heading Access Equity Fees (page 5) the Table is updated as follows:
  - 'Once you have undertaken a combined total of 10 electronic, staff assisted and cheque transactions (as detailed below) in a month+, you will be charged the following transaction fees for any further transactions. The first 10 transaction each month+ are free' is amended to 'Once you have undertaken a combined total of 10 electronic and staff assisted transactions (as detailed below) in a month+, you will be charged the following transaction fees for any further transactions.'
  - 'Cheque transactions' is updated to indicate that cheques transactions are 'Not Available'.
  - The paragraph which states 'Effective from 14 February 2025, cheque deposits will no longer be able to be made to any Suncorp Bank Accounts. Please refer to your Account Terms & Conditions for further details.' is removed under heading Cheque Transactions
- Under heading Asset Line Fees (page 6) the Table is updated as follows:
  - 'Cheque transactions' is updated to indicate that cheque transactions are 'Not Available'
  - The paragraph which states 'Effective from 14 February 2025, cheque deposits will no longer be able to be made to any Suncorp Bank Accounts. Please refer to your Account Terms & Conditions for further details.' is removed under heading Cheque Transactions

- Under heading Professional Asset Line Fees (page 7) the third dot point under Fee Free Transactions:

'Cheque transactions (a transaction where a cheque is deposited to your account) Effective from 14 February 2025, cheque deposits will no longer be able to be made to any Suncorp Bank Accounts. Please refer to your Account Terms & Conditions for further details.' is removed.

- Under heading Special Requests, Replacements and Other Event Fees (page 15) 'Stop payment requests – cheques and bank cheques' is updated to remove the words 'cheques and'.
- Under heading Important Terms Explained (page 17) the meaning for 'Cheque' is updated to:

'a written order to us on our cheque form to pay a certain amount of money from your account. Cheque withdrawals and deposits are no longer available from or to any Suncorp Bank accounts. Please refer to your Account Terms & Conditions for further details.'

If you have any questions or need more information, please contact us by:



Call  
13 11 75



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[suncorpbank.com.au](https://suncorpbank.com.au)



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