

# Notice to Suncorp Bank Customers

Effective on and from 13 June 2024, Suncorp Bank has made the following changes to the PayID Terms and Conditions:

- Under clause 1 “About these PayID Terms and Conditions”, subclause 1.2 has been replaced with the following:

These PayID Terms and Conditions apply to:

- (a) the creation of a PayID via the Suncorp Bank App in connection with an eligible Personal Deposit Account you hold with us; and
- (b) once you create a PayID, the change, Closure, transfer, Locking and ongoing use of that PayID.

Subject to clause 7.2, these PayID Terms and Conditions do not apply to the making of payments to a PayID or where you create your PayID for a Business Account (for Business Accounts refer to the applicable Product Information Document or Schedule of Fees and Charges for the terms and conditions which apply to your PayID).

- Under clause 4 “Creating your PayID”, subclause 4.3 has been replaced with the following:

We will determine which PayIDs are available to you based on the information we hold in connection with your nominated linked Account. Certain types of mobile numbers and email addresses may not be in a format which is compatible with our PayID requirements and, therefore, cannot be created as a PayID. When you ask us to create a PayID we will tell you which PayIDs are available to you. If you believe our determination of the PayIDs available to you is incorrect please call us on 13 11 55 and we will try and resolve this for you.

- Under clause 4 “Creating your PayID”, subclause 4.5 has been replaced with the following:

At the time you create your PayID we will allocate you a PayID Name based on the information we hold in connection with your nominated linked Account. Your PayID Name will usually be the same as your name on the Account linked to your PayID. You acknowledge that your PayID Name will be displayed to payers who send NPP Payments to you using your PayID, to anyone who has a PayTo Agreement with you and to anyone who looks up your PayID via the PayID Service.

- Under clause 14 “Definitions and interpretation”, the definition of “PayID Name” in subclause 14.1 has been replaced with the following:

**PayID Name** means the name we allocate to you so payers can identify you and confirm your PayID in order to make an NPP Payment to your PayID. Your PayID Name must represent your real name and will be based on the information we hold in connection with your nominated linked Account.

Suncorp Bank recommends that customers consider whether any changes apply to their account. Full details of the changes and amended copy are available from 13 June 2024 at any Suncorp Bank branch, online at <https://www.suncorpbank.com.au/help-support/documents-forms.html> or by contacting us on 13 11 55.