

## **PayID & NPP Terms and Conditions**

### **About Pay ID and NPP**

PayID is the NPP Payment addressing service that enables Payers to make NPP Payments to payees using an alternative identifier instead of a BSB and Account number.

The creation and use of PayID identifier is optional. However, some payment facilities may require the use of a PayID identifier.

Before you can use your PayID to receive NPP Payments to your Account, you have to satisfy us that you either own or have the right to use your chosen PayID and you have to have an eligible Account. For details of eligible accounts refer to Payment Facility Table in this Key Features of this Product Disclosure Statement Part 1.

Whether you choose to create a PayID for your Account or not, you and each User you have authorised to operate your Account, may use a payee's PayID to make a particular types of NPP Payments to them from your Account provided that:

we and the payee's financial institution support the particular NPP Payment service;

the payee's account is eligible to receive the particular NPP Payment; and

the PayID is not locked.

For terms of:

how the PayID service may be used for particular NPP Payment services, including details of when your Account may be debited or credited, and your obligations to input correct PayID details and to check payee's PayID Name before sending an NPP Payment see clause 37 of these terms and conditions; and

your right to recover Mistaken Payments, Misdirected Payments and unauthorised (including fraudulent) NPP Payments see clauses 43, 54 and 55 of these terms and conditions.

### **Choosing a PayID and PayID Name**

We support mobile phone number, email address, Australian Business Number and organisation identifier PayID Types. However, we may update or change PayID Types from time to time.

You may create a PayID as long as it is a supported PayID and by The Mutual Bank.

The ABN and organisation identifier PayID Types are restricted to business members who are a sole trader or a business organisation. Only eligible members will be able to register a PayID that is a restricted PayID.

You must satisfy us that you own or have the right to use your chosen PayID before you can use it to receive NPP Payments. This means we may ask you to provide evidence to establish this to our satisfaction, whether you are already registered for any payment services with us or not.

At the same time you create your PayID, we will either:

issue you a PayID Name; or

enable you to select your own PayID Name, such as your mobile phone number or email address.

We will not permit selection of a PayID Name that we consider could mislead or deceive a Payer into sending you NPP Payments intended for another payee.

Depending on the policy of a Payer's financial institution, your PayID Name may be displayed to Payers who send NPP Payments to you.

### **Creating your PayID**

You can create a PayID for receiving NPP Payments through Internet Banking (mobile phone and email address only) or at any of The Mutual Bank branch locations. We will not create a PayID for you without your prior consent.

You may choose to activate one or more PayIDs for your Account. You may, for example, activate your mobile phone number and email address as PayIDs for receiving NPP Payments to your Account.

If your Account is a joint account, you and each other joint account holder can create a unique PayID for the Account, for example the second joint account holder can use their mobile phone number.

Once a PayID is created and associated in the PayID service with your Account, it may not be used in relation to any other account with us or with any other financial institution. See clause 86.2 and 86.3 below for details on transferring PayIDs.

The PayID service does not support duplicate PayIDs. If you try to create a PayID for your Account which is identical to another PayID in the service, you will see the following message "This requested PayID is already being used elsewhere". You can contact us to discuss duplicate PayIDs by contacting Member

Services on 1300 688 825 or [themutual.com.au](http://themutual.com.au). We cannot disclose the details of duplicate PayIDs.

### **Transferring your PayID to another Account**

You can transfer your PayID to another account with us, or to an account with another financial institution by contacting Member Services on 1300 688 825 or [themutual.com.au](http://themutual.com.au).

A transfer of your PayID to another account with us will generally be effective immediately, unless we notify you otherwise.

A transfer of your PayID to another financial institution is completed by that institution. Until the transfer is completed, NPP Payments to your PayID will be directed to your Account with us. If the other financial institution does not complete the transfer within 14 days, the transfer will be deemed to be ineffective and your PayID will remain with your Account. You can try to transfer your PayID at any time.

A locked PayID cannot be transferred, see clause 889.2 below.

Transferring your PayID from another Financial Institution to your Account

To transfer a PayID that you created for an account with another financial institution to your Account with us, you will need to start the process with that financial institution.

### **Closing a PayID**

To close your PayID, contact Member Services on 1300 688 825 or [www.themutual.com.au](http://www.themutual.com.au).

You must notify us immediately if you no longer own or have authority to use your PayID.

### **Locking and Unlocking a PayID**

We monitor PayID use to manage fraud. You acknowledge and consent to us locking your PayID:

if we reasonably suspect use of your PayID to procure NPP Payments fraudulently; and

PayID cannot be used by you for NPP Payments, be transferred or updated while locked.

Request to unlock a locked PayID may be made by contacting Member Services on 1300 688 825 or [themutual.com.au](https://themutual.com.au).

View our [Product Disclosure Statement](#) for more information.