RSL Money
By Australian Military Bank

PayID Terms of Use

Effective: 22 February 2024

A PayID is an identifier you can register to receive payments, by linking your bank account to a memorable piece of information, such as your phone number, email address, ABN. PayID is also the name of the service that enables direct payment through this identifier so you can send payments to a PayID without the need to remember BSB and account numbers. These terms apply and are deemed accepted when you register and use your PayID with us.

Account Terms and Conditions

- The Terms and Conditions that apply to your Account apply to the use of PayID. Refer to our website for more information.

Making and receiving NPP payments using PayID

- The PayID Service may be used to make payments, including Osko Payments.
- In order to receive an NPP Payment into your Account, you must provide the payer with a PayID that is linked to that Account in the same way that you would provide your BSB and Account number for standard payments into your Account.
- You can only create a PayID in respect to an Eligible Account.
- Before you can use your PayID to receive NPP Payments into your Account, you must satisfy us that you own, or are authorised to use, your chosen PayID. We may ask you to provide evidence to establish this to our satisfaction.
- Whether or not you choose to create a PayID for your Account, you and any third party signatories may use a payee's PayID to make an NPP Payment to the payee from your Account provided that:
  - the Account allows you to make NPP Payments;
  - both we and the payee's financial institution support the PayID Service;
  - the payee's account is able to receive the particular NPP Payment; and
  - the PayID is not Locked.
- If you make an NPP Payment to a payee from your Account using the payee's PayID, you must ensure that you input the payee's PayID correctly and check the payee's PayID Name before sending the NPP Payment.

Choosing a PayID and receiving a PayID name

- Your PayID must be a supported PayID Type. We may update the PayID Types that we support from time to time. You can review the most up to date list of PayID Types we support on our website.
- Some PayID Types, for example Organisation IDs, are restricted to business customers and organisations. Only eligible customers will be able to register a PayID that is a restricted PayID Type.
- Your PayID Name may be displayed to payers who send PayID Payments to you.
- At the time that you create your PayID, we will allocate to you a PayID Name that displays to payers.

Creating your PayID

- You can create a PayID using internet banking, mobile banking or by calling us.
- You may choose to create more than one PayID for your Account.
- If your Account is a joint account, each joint account holder can create a unique PayID for the Account.
- If you have a third party signatory on your Account, they may create a unique PayID for the Account.
- Once a PayID is created and linked to your Account, it may not be used in relation to any other account with us or with any other financial institution unless it is transferred to another account in accordance with the Transferring your PayID section.

- You may not create a PayID that already exists within the PayID Service, whether or not that PayID is attributable to you. If you try to create a PayID for your Account which is identical to another PayID in the PayID Service, we will notify you that that PayID already exists and cannot be used. If you receive such a notification, you can contact us by calling our Member Contact Centre on 1300 13 23 28. We cannot disclose personal information in connection with duplicate PayIDs.

Transferring your PayID to another account

- You can transfer your PayID to:
  - another account you hold with us by submitting a request to us in internet or mobile banking or by calling us; or
  - an account you hold with another financial institution by calling us to submit a request.
- A transfer of your PayID to another account you hold with us will generally be effective immediately, unless we notify you otherwise.
- A transfer of your PayID from your Account to another financial institution is a two-step process initiated by you and completed by that financial institution. First, ask us to put your PayID into a transfer state and then complete the transfer via your new financial institution. Until the transfer is completed, NPP Payments made using your PayID will be directed to your Account. If the other financial institution does not complete the transfer within 14 days, the transfer is deemed ineffective and your PayID will remain with your Account until such time as an effective transfer is carried out. You can try to transfer your PayID again at any time.
- You cannot transfer your PayID if it is locked (refer to Locking and Unlocking a PayID section).

Transferring your PayID from another financial institution to your account

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

Closing a PayID

- You can Close your PayID through internet banking, mobile banking or by calling us.
- 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 PayID misuse and fraud. We will Lock your PayID if we reasonably suspect misuse of your PayID or that your PayID is being used to procure NPP Payments fraudulently.
- You can request to unlock your PayID by calling us.

NPP Payments

- We are responsible for ensuring that your PayID and Account details are accurately recorded in the PayID Service.
- When 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.
- If you have conducted a Mistaken Payment or a Misdirected Payment you need to notify us as soon as possible. There is no guarantee the funds can be returned.

Privacy

- By creating your PayID you authorise:
  - us to record your PayID, PayID Name and Account details (including Account name) (PayID Record) in the PayID Service hosted by NPP Australia Limited; and
  - NPP participants which are payers' financial institutions to use your PayID Record for the purposes of constructing NPP payment messages, enabling payers to make NPP Payments to you, and to disclose your PayID Name to payers for NPP Payment validation.
- To the extent that the creation and use of the PayID Record constitutes a disclosure, storage and use of your personal information within the meaning of the Privacy Law, you consent to that disclosure, storage and use.

We May Amend these Terms

- We may amend these Terms at any time. Refer to the Terms and Conditions that apply to your Account available on our website for more information including how we may notify you of any changes.
- You agree to any such amendments by continuing to keep and use your PayID.

RSL Money is an Australian Military Bank business name.
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