

# Membership & Account Operation

EECU is a financial institution which exists for the ExxonMobil community. It provides a full range of personal financial services for employees and ongoing contractors to companies in the ExxonMobil Group, and their families. EECU is an Authorised Deposit-Taking Institution as defined under the terms of the Banking Act, 1959 and, as such, operates within the same regulatory framework as all major banks and financial institutions in Australia.

## Membership

### Who can join EECU?

Membership of EECU is open to any employee or ongoing contractor to companies in the ExxonMobil Group, and their family members. Business entities associated with these persons (such as companies, incorporated bodies, personal superannuation funds and family trusts) are also eligible for membership. Once a member, you can be a member for life - even if you change employers or retire.

### What makes EECU unique?

EECU was established in 1969. Today we have more than 5,000 members and approximately \$250 million in assets under management. As a credit union, EECU is member-owned, and run by a board of directors, who are all members. By using EECU as their main institution, members benefit from dealing with a smaller organisation which values them as members and gets to know them as individuals.

### Why join EECU?

As our sole focus is meeting the needs of our members, we provide a comprehensive range of competitive financial products delivered with personalised service.

#### Our financial services include:

- saving and investment accounts
- home and investment loans
- personal loans
- insurance
- transactional products, including Visa Debit cards, ATM cards and Internet and Telephone Banking
- foreign and travel services
- expatriate services

*Refer to the applicable general information sheet for product details*

#### Becoming a member

You can become a member by coming into one of our offices or by downloading the membership forms from our website and following the instructions to complete the forms and forward them to us. When we open your membership we will require identification from you in accordance with the requirements of the AML/CTF Act. You will also be asked to purchase a \$10 member share (\$1 if you are under 18 years of age). The share means that you become a part owner of EECU.



# Account Operation

## Things you should know

*This section contains information that you should be aware of when operating accounts with EECU.*

### ■ Statements

Statements are your record of all the transactions on your account/s. It is important that you retain them for future reference (e.g. completion of your tax return). They also include details of any Government taxes and EECU fees charged to your account.

### ■ Change of address

You must advise us as soon as possible of any change in your address; your home, business and mobile telephone numbers; or your email address. This can be done in writing or you can update your address and contact details through 'Netlink' internet banking.

### ■ Inactive accounts

If there have been no member-generated transactions on any of the accounts under your membership for 12 months or more we may declare it 'dormant'.

When all accounts under your membership are declared dormant, an annual dormancy fee is charged. Details are available in the Fees and charges brochure.

### ■ Right of set-off

In certain circumstances we may have the right to use any credit balance in any account that you have with us to repay any debt that you owe EECU.

### ■ Financial difficulty

You should always contact EECU promptly if you are in financial difficulty. EECU will take reasonable steps to assist you.

### ■ Signatories and Subsidiary Cardholders

You can nominate another person or persons to be a signatory on your accounts. A signatory or subsidiary cardholder is able to access funds in your account but does not have authority to request any other changes to the account.

You can withdraw your signatory authority at any time by contacting us. We will require the return of any cards issued to the signatory. You should let us know immediately if you are unable to arrange for the return of the card.

### ■ Joint Accounts

A joint account is an account in the name of more than one person. If you open a joint account with another person, you will be jointly liable for any money that you or the other person owes on the account. Each party to a joint account must also hold an EECU membership in their own name.

We will ask you how you want to be able to withdraw funds from the account. You may specify that all parties to the account must authorise any withdrawals, or alternatively one or a combination of the joint account holders. We require written instructions from all of the account holders to authorise fewer than all to sign.

Card facilities are not available on accounts which require all parties to sign for withdrawals. Netlink access will be restricted to 'view only' functions.

Any one of the joint holders can sign to change an authorisation from fewer than all to sign to 'all to sign'. In this case any cards must be first returned to the credit union. If you are unable to arrange for the return of all cards you should contact the credit union immediately.

### ■ Making Changes to a Joint Account

The following operations require the authority of all the joint holders of a joint account:

- open the account
- close the account
- change signing authority (except where the authority is changing to 'all to sign')
- add product /service
- add cardholder
- remove cardholder (not own name)
- add/remove signatory.

# Account Operation

## Things you should know (cont'd)

### ■ Rights for Account Operation on Personal Accounts – Joint Accounts and Signatories

Available Facilities	Joint Account Signing Authority		Signatory
	Either to sign	More than one to sign	
Access card	✓	X	✓ <sup>2</sup>
Internet Banking	✓	✓ <sup>1</sup>	✓ <sup>2</sup>
Telephone banking	✓	✓ <sup>1</sup>	✓ <sup>2</sup>
Regular statements	✓	✓	X
Stop card / remove card (own name)	✓	✓	✓

1. Enquiry only access. 2. Subject to authority from account holder..

Actions that may be undertaken in accordance with signing authority	Joint Account Signing Authority		Signatory
	Either to sign	More than one to sign	
<b>Withdrawals</b>			
Cash or cheque	✓	✓	✓
ATM	✓	X	✓
Visa cash advances	✓	X	✓
<b>Deposits</b>			
Cash or cheque	✓	✓	✓
Direct Credit	✓	✓	✓
<b>Transfers</b>			
EECU internal	✓	✓ <sup>3</sup>	✓
External to other Australian financial institutions	✓	✓ <sup>3</sup>	✓
Loan Redraw	✓	✓ <sup>3</sup>	✓
<b>Purchases and Payments</b>			
EFTPOS	✓	X	✓
Visa	✓	X	✓
BPAY®	✓	✓ <sup>3</sup>	✓
Direct Debit	✓	✓	X
Quick Deposit	✓	✓	X
Periodic Payments	✓	✓	✓
<b>Account Information</b>			
Account balances	✓	✓	✓
Transaction details	✓	✓	✓
Interest earned	✓	✓	✓
Direct debit and credit details	✓	✓	✓

3. Not available via Netlink / Telelink.

## General Information

### Commissions, fees and charges

EECU does not charge account-keeping fees or other charges for holding a savings account on a personal membership. However transaction fees may be charged for using a facility to access funds in an account. Transaction fees are subject to rebates under the transaction fee plans. For further information visit [eeecu.com.au](http://eeecu.com.au)

### Financial Claims Schemes

The Financial Claims Scheme (FCS) is a government initiative that protects depositors (up to a prescribed threshold) in all Australian credit unions, building societies and banks in the highly unlikely event of a banking institution becoming insolvent. Information about the FCS can be obtained from the Australian Prudential Regulation Authority (APRA) website at [www.apra.gov.au](http://www.apra.gov.au), the APRA hotline on 1300 55 88 49, on [eeecu.com.au](http://eeecu.com.au) or by contacting EECU.

### Terms and Conditions

This brochure should be read in conjunction with the Terms and Conditions brochure for Membership & Account Operation.

### Fees and charges

Fees and charges may apply, please refer to the Fees and charges brochure.

### Other

Any advice contained in this information brochure is of a general nature only and has not taken your personal situation into account. You should refer to the EECU Financial Services Guide, General Information and Terms and Condition brochures to decide if a product is right for you. Full details are available at [eeecu.com.au](http://eeecu.com.au) or from an EECU office. Products are issued by EECU Limited.

## Become a member of EECU

### Identification Requirements

If you are coming into an EECU office you must present sufficient documentation to validate your identity. (Read the information on the range of suitable identification documents, available on [eeecu.com.au](http://eeecu.com.au)).

If you are not providing your identification in person at an EECU office we may be able to accept certified copies of your identification documents. These must be certified by a person authorised to do so under the AML/CTF Rules and must be accompanied by a 'Certifier' form (available from our website or an EECU office).

The certifier form and endorsed copies of your identification documents should be forwarded to the credit union with your membership application form.

## Opening an account with EECU

Once you have established your membership you may want to open subsequent accounts.

### You can open an account:

- personally with one of our Member Relationship staff
- by downloading an account application form from [eeecu.com.au](http://eeecu.com.au) and completing it yourself. Forward the completed form to an EECU office.

### Note:

- EECU may require additional identification documents when new products and/or services are provided. We will contact you if it is necessary.

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Better Banking for the  
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