

# PayID

## Terms and Conditions

These PayID Terms and Conditions apply to You if You create a PayID for your eligible IMB accounts to enable You to receive NPP Payments (including Osko Payments) in to your Account. These PayID Terms and Conditions are also included in IMB's Product Disclosure Statement (PDS) at Clause 63. This document must be read in conjunction with IMB's Product Disclosure Statement (PDS) a copy of which can be obtained from [www.imb.com.au](http://www.imb.com.au), from any IMB branch or by calling 133 462. This document **does not** contain all the terms and conditions applicable to an Account or a Payment Facility or all the information we are required by law to give an Account Holder. For each Account to which You have access through IMB's Internet Banking facility or the Mobile Banking App and use the Osko Payment Facility to make and/or receive Osko Payments, please refer to the **Member Guide to Transaction Banking - Product Disclosure Statement** ('PDS') for the full terms and conditions relating to that product.

### PayID

#### Making and receiving NPP Payments using PayID

The PayID Service is the NPP Payment addressing service that enables payers to make NPP Payments (including Osko Payments) to Payees using an alternative identifier instead of account details.

You can create a PayID for your eligible IMB Account. For details of eligible Accounts, see clause 62.2 of the PDS.

You are not required to have a PayID for your Account, and You do not have to use a PayID when You are making an Osko Payment. However if You do not have a PayID for your Account, You will not be able to receive Osko Payments to your Account using a PayID. Instead, You will need to provide your BSB and Account number to the Osko Payer.

Whether You choose to create a PayID for your Account or not, You and each ATO may use a Payee's PayID to make Osko Payments to the Payee from your Account if:

- a) We and the Payee's financial institution support Osko payment service;
- b) the Payee's account is able to receive the particular Osko Payment; and
- c) the PayID is not locked.

#### Choosing a PayID

We currently support the following PayID Types:

- a) mobile phone number; and
- b) E-mail address.

We will publish a list of supported PayID Types from time to time.

You may create a PayID as long as it is a supported PayID Type. Some PayID Types may be restricted to business customers and Organisations. Only eligible customers will be able to create a PayID that is a restricted PayID Type.

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You must satisfy Us that You own or are authorised to use your chosen PayID before You can use it to receive Osko Payments. This means We may ask You to provide evidence to establish this to our satisfaction, whether You are already registered for any other mobile or online banking or online payment services with Us or not.

Depending on the policy of a payer's financial institution, your PayID Name may be displayed to payers who send Osko Payments to You.

At the same time as You create your PayID, We will provide You with a PayID Name.

### **Creating your PayID**

Before You can create your PayID to receive Osko Payments into your Account, You have to satisfy Us that You either own or are authorised to use your chosen PayID and You have an eligible Account which can receive Osko Payments. For details of eligible Accounts see clause 62.2 of the PDS.

You can create a PayID for receiving NPP Payments in Internet Banking or in the Mobile Banking App. When You create your PayID in Internet Banking, We will send You an OTP via SMS if You are registering your mobile phone number as your PayID, or via E-mail where You are registering your E-mail address as your PayID. You will be required to enter this OTP in the Internet Banking session You are logged into to complete registration of the PayID.

We will not create a PayID for You without your prior consent.

You may choose to create more than one PayID for your Account.

If your Account is a joint Account, You and each other joint Account Holder can create a unique PayID for the Account.

If You have an ATO on your Account, each ATO 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. See clause 63.5 of the PDS 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 receive a message advising that the service is unable to register the PayID. We cannot disclose details of any Personal Information in connection with duplicate PayIDs.

### **Recording your PayID**

We will ensure that your PayID and Account details are accurately recorded in the PayID Service.

### **Transferring your PayID**

You can request transfer of your PayID at any time.

You can transfer your PayID to another Account with Us, or to an account with another financial institution by submitting a request to Us in Internet Banking.

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 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, Osko 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.

A locked PayID cannot be transferred.

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, follow the instructions in Internet Banking or Mobile Banking App. Once a PayID is closed, it is removed from the PayID Service and cannot be used for Osko Payments.

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. You acknowledge and consent to Us locking your PayID if We reasonably suspect misuse of your PayID or use of your PayID to procure Osko Payments fraudulently.

You can request that We unlock a PayID that We have locked. We do not have to agree to your request. In Internet Banking You can lock your own PayID and unlock a PayID that You have locked.

## Joint Accounts

When You direct an Osko Payment to a PayID connected to a joint account, other account holders may be able to see the messages and notifications associated with the Osko Payment. Similarly other Account Holders on your Account may be able to see messages and notifications associated with Osko Payments addressed to your PayID.

## Privacy

By creating your PayID You acknowledge that You authorise:

- a) Us to record your PayID, PayID Name and Account details (including full legal Account name) (PayID record) in the PayID Service; and
- b) Osko payers' financial institutions to use your PayID information for the purposes of constructing Osko Payment messages, enabling Osko Payers to make Osko Payments to You, and to disclose your PayID Name to Osko Payers for Osko Payment validation.

To the extent that the creation and use of the PayID record constitutes a disclosure, storage and use of your Personal Information, You acknowledge and agree that You consent to that disclosure, storage and use.