

What is NPP, Osko[®] and PayID?

The New Payment Platform (NPP) is a new way of making payments that is:

- **Fast** – You can send funds to anyone in real-time.
- **Easy** – You can send funds to a PayID (such as an email address or phone number) or to a BSB/account number and include more detailed descriptions with your payments
- **Convenient** – It is available 24 hours a day 7 days a week, 365 days a year.
- **Secure** – NPP uses world leading technology certified to the highest data security standards and is backed by BPAY™.

To make payments using the New Payment Platform you will use Osko which is a payment service. The ability to make an Osko payment will be provided in Internet Banking and the App.

Osko provides the option to use a PayID to make a payment instead of a BSB/Account number. A PayID is a smart address for Osko payments. It links someone's bank account to a recognisable and memorable piece of information the person uses in everyday life – such as their phone number or email address.

Find out more about NPP at www.nppa.com.au

Find out more about Osko at www.osko.com.au

Find out more about PayID at www.payid.com.au

What do I need to do for NPP?

If you wish to make Osko payments or use a PayID then ensure you are registered for Internet Banking and your contact details are up to date.

Register for Internet Banking at imb.com.au/internetbanking, visiting a branch or calling us on 133 462, 8am-8pm Monday - Friday.

Update your contact details within Internet Banking, by visiting a branch or calling us on 133 462, 8am-8pm Monday - Friday.

If you wish to receive Osko payments using a PayID then create a PayID in Internet Banking or the App and you can then provide this to receive Osko payments instead of your BSB and account number.

You will be able to receive Osko payments without taking any action as they can also be made to your BSB and account number.

PayID

What is PayID?

PayID is a smart addressing service for Osko payments that replaces the need to provide your account information.

PayID links commonly available information, such as your email address or mobile number to an eligible account at IMB. The email address or mobile number used as your PayID acts as a smart address for receiving Osko payments directly into your account at IMB. After you create a PayID you can tell payers to make Osko payments to your PayID instead of giving out your account details.

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A payment can only be made to a PayID when the payment is made via Osko. You can also make an Osko payment to a BSB and account number. Find out more about PayID at www.payid.com.au

What are the benefits of using a PayID?

Greater peace of mind as you no longer have to provide your sensitive financial account information, such as BSB and account number, to payers to receive Osko payments from them.

Greater convenience as you can provide payers with details you are more likely to remember such as an email address or mobile number.

You can easily and quickly change the account at IMB that your PayID is linked to without needing to inform Payers of the change.

What are the risks of using PayID? Is it safe?

It is safer to use PayID than your BSB and account number as you do not need to disclose these banking details for someone to transfer money to you. You will only need to provide your PayID.

Your PayID, created at IMB, can only be used to transfer money to you and can't be used to debit your account.

Your information is held safe, in a highly secure repository utilising the highest levels of encryption and data security.

Can my PayID be used to take money out of my account?

Your PayID cannot be used to take money out of your account. PayIDs can only be used to make Osko payments to your account.

Is PayID a form of payment like a cheque or electronic funds transfer?

No, PayID is a tool that facilitates simpler addressing of Osko Payments by linking a PayID such as a phone number or email address to an account at a Financial Institution.

Does PayID actually process the payment to my account?

No, PayID is a smart address for Osko payments. PayID just allows you to link your account to your email address or phone number so that you only need to provide that to payers instead of your account information.

Can I use my PayID to receive incoming payments from overseas?

No, PayID can only be used for domestic Osko payments.

Who can I receive Osko payments from using my PayID?

You can receive Osko payments from anyone who uses your PayID when they make an Osko payment. You will have had to advise them of your PayID.

Do I have to use a PayID to make an Osko payment?

No, you do not need to use a PayID to make an Osko payment as you can also make Osko payments to a BSB and Account number. IMB recommends using the PayID option as the PayID name is shown for you to check before proceeding with the transaction providing a further check that you are paying the correct payee.

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Do I have to have a PayID to receive an Osko Payment?

No, you do not need to have a PayID to receive an Osko Payment as you can also receive Osko payments to your BSB and account number.

How will I know the Osko payment will go to the right person when I use a PayID?

You should check that you have entered the correct PayID at the time of making the payment.

The PayID name will be displayed during the payment process before you proceed with the payment to provide an additional level of comfort that the PayID is linked to the intended recipient.

Can someone else use my PayID?

Only you can create or make changes to your PayID. You then provide your PayID to others to use if they want to send you money using Osko.

For example, a husband and wife have a joint account and a joint email address. The wife has set up a PayID to their joint account using their joint email address. The husband can provide the email address to other people for them to pay money into their joint account. However, the husband could not update the PayID.

PayID Creation

Who do I create my PayID with?

Your PayID needs to be created with the Financial Institution where the account you wish to link it to resides.

If I have accounts at multiple Financial Institutions, do I need to create PayIDs at each Financial Institution?

You will need to create a PayID with each Financial Institution where you wish to have a PayID to receive Osko payments to an account with that Financial Institution.

You can only link a particular PayID to one account. For example, if you link your mobile phone number to an account, you will not be able to use that mobile phone number as a PayID for another account. You can, however, link multiple different PayIDs to one account. For example you can link both your email address and mobile phone number as a PayID to one account.

What can I use to create a PayID?

At IMB you can create your mobile number and/or email address previously provided to us, as your PayID. You need to have access to your phone and/or email in order to finalise the creation of your PayID.

Coming soon, IMB Business members will be able to create a PayID for the ABN of the business.

Will PayID cater for other types of information e.g. Facebook ID or Twitter Name?

Not at this point in time.

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How do I create a PayID?

You can create a PayID using Internet Banking or the App.

An online tutorial will be available within Internet Banking and here on our website.

Internet Banking

- Go to the *Transfers and BPAY* tab in Internet Banking
- Select *PayID Manager*
- Select *View Details*
- Select *Send Code to Mobile Number*
- Enter the Authentication code received
- Select *Submit*
- Select *Create PayID* next to your email address or mobile number
- Select the account you wish to link to the PayID from the drop down list
- Check the box to indicate that you have read and agree to the Terms and Conditions
- Select Continue
- The Account and the PayID will be shown for confirmation
- Select Confirm
- Select *Send Code to Mobile Number / Send Code to Email Address*
- Enter the Authentication code received
- Select *Authenticate* to authenticate your PayID creation
- Select *Submit*
- A receipt for your PayID creation will be shown which can be downloaded and printed if required
- Select Done
- Confirmation will be sent to your mobile or email address

App

- Go to the menu in the App
- Select *PayID Manager*
- Select *Create Now* next to your email address or mobile number
- Select *Next*
- Select the account you wish to link to the PayID from the list
- Select *Next*
- The PayID selected will be shown for confirmation
- Select *Next*
- The Account and the PayID will be shown for confirmation
- Select *Next*
- The Terms and Conditions will be shown
- Select *I agree* to indicate you have read and agree to the Terms and Conditions
- Select *Send Code to Mobile Phone / Send Code to Email*
- Enter the Authentication code received
- Select *Verify* to verify your PayID creation
- A message regarding the result of your PayID creation will be shown
- Select *Next*
- A receipt for your PayID creation will be shown
- Select Done
- Confirmation will be sent to your mobile or email address

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Updating your Email Address or Mobile Number

If your mobile number is out of date then contact IMB.

If your email address is out of date you can update it in Internet Banking by following these steps:

- Go to the Other Services tab in Internet Banking
- Select Personal Details in the drop down list
- Select View Details
- Select Send Code to Mobile Number
- Enter the Authentication code received
- Select Submit
- Update your personal details as required
- Select Update – An update message will be displayed
- Select Return

Will I receive notification confirming that my PayID has been successfully created?

Yes, you will either by SMS if you created your mobile phone number as your PayID; or via email if you created your email address as your PayID.

How many PayIDs can I create?

At IMB you can create 2 - one for your mobile number and one for your email address recorded at IMB.

You can create other PayIDs at other financial institutions but they will need to be for details other than those created at IMB.

Can I have multiple accounts linked to the same PayID?

No. A PayID can only be linked to one account at one financial institution at any given time.

Multiple PayIDs however can be linked to the same account E.g.

- John Citizen's email address PayID → IMB Account John Citizen
- John Citizen's phone number PayID → IMB Account John and Mary Citizen
- Mary Citizen's phone number PayID → IMB Account John and Mary Citizen

Can I have multiple PayIDs linked to the same account number?

Yes, multiple PayIDs can be linked to the same account number (e.g. your mobile number and email address can be linked to the same IMB account number).

Can I have multiple PayIDs with different Financial Institution's?

Yes, you can have multiple PayIDs with different Financial Institution's however each PayID can only be linked to one account.

For example, you could create PayIDs using your email address and mobile number and:

- Link both PayIDs to the same account; or
- Link each PayID to a different account.

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Can I create a Pay ID for an international phone number?

No, only Australian mobile numbers can be used at IMB.

Can IMB create my PayID without telling me?

No. Only you can create your IMB PayID via the IMB App or Internet Banking.

Can someone else create a PayID for my mobile number or email address?

No, only the person who can prove authority to use the mobile number or email address and the account that is to be linked, can create the PayID. Appropriate validation checks will be performed to ensure you are authorised to access the account and the mobile number or email address as part of the PayID registration process.

If other people have access to these then they could create a PayID using them. For example, if you have a family email address e.g. citizenfamily@bigpond.com then only one member of the family will be able to create a PayID for that email address.

If your mobile number has been recycled (i.e. someone has had the number previously) there is the possibility that the previous owner may have created a PayID for it. See **I tried to create my PayID but it shows as "Created Elsewhere"**.

I tried to create my PayID but it shows as "Created Elsewhere".

Have you or someone with authority for the mobile number or email address already created the PayID at IMB or another Financial Institution? A mobile number or email address can only be used to create a PayID at one Financial Institution.

If this is not the case you should contact IMB on 133 462 (Monday - Friday 8am - 8pm or Saturday 9am - 4pm) and prove ownership of the PayID. Once this has been confirmed:

- If the PayID is held by IMB we can close the PayID and you can create it; or
- If the PayID is held by another Financial Institution we will contact them to resolve ownership of the PayID via the PayID Dispute Resolution Process. We will investigate the dispute on your behalf and resolve ownership of the PayID with the other Financial Institution.

I am having trouble trying to create my PayID using the App or Internet Banking

An online tutorial will be available within Internet Banking and on the website. **See How do I create a PayID?**

Contact IMB on 133 462 (Monday - Friday 8am - 8pm or Saturday 9am - 4pm).

I don't have the option in Internet Banking or the App to create a PayID?

If you only have View access in Internet Banking then you will not have the option to create a PayID.

If you have Full access in Internet Banking contact IMB on 133 462 (Monday - Friday 8am - 8pm or Saturday 9am - 4pm).

What sort of accounts can I link my PayID to?

At IMB your PayID can be linked to most IMB products except for Term Deposits and NITAs. Refer to the PDS for a full list.

When you create your PayID at IMB you will be shown your eligible accounts as a list to select from.

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PayID Locking

Can I temporarily stop Osko Payments from being paid to my PayID?

Yes. You can lock your PayID via Internet Banking, which will stop Osko payments being paid to it until it is unlocked.

- Go to the Transfers and BPAY tab in Internet Banking
- Select PayID Manager
- Select View Details
- Select Send Code to Mobile Number
- Enter the Authentication code received
- Select Submit
- Select the option dots next to your PayID you wish to lock
- Select Lock from the list options shown
- Select Confirm
- Select Send Code to Mobile Number / Send Code to Email Address
- Enter the Authentication code received
- Select Verify to authenticate locking your PayID
- Select Submit
- A receipt for your PayID locking will be shown which can be downloaded and printed if required
- Confirmation will be sent to your mobile or email address

How can I unlock my PayID?

If you have locked your PayID then you can unlock it via Internet Banking.

If it is locked with no action options available then contact IMB on 133 462 (Monday - Friday 8am - 8pm or Saturday 9am - 4pm).

Is there a restriction on the number of times I can lock and unlock my PayID?

You can lock and unlock your PayID as frequently as you require.

Can my PayID be locked or closed without my permission?

Yes, your PayID can be locked or closed for a number of reasons without your permission such as:

- If we suspect suspicious activity relating to the use of your PayID it can be locked. This is to prevent misuse of your PayID.
- If your PayID has not been used for 3 years.

PayID Closure

If my PayID has been closed and someone has created and linked it to their account without my consent, how can I recover ownership of the PayID?

You should contact IMB on 133 462 (Monday - Friday 8am - 8pm or Saturday 9am - 4pm) and prove ownership of the PayID. Once this has been confirmed:

- If the PayID is held by IMB we can close the PayID and you can re-create it; or
- If the PayID is held by another Financial Institution we will contact them to resolve ownership of the PayID via the PayID Dispute Resolution Process. We will investigate the dispute on your behalf and resolve ownership of the PayID with the other Financial Institution.

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What should I do if I no longer choose to use my PayID?

Your PayID will remain active until you lock or close it or you request IMB to. After a 3 year period of inactivity IMB will close your PayID.

If you do not want to use your PayID you should close it otherwise it will still be able to receive Osko payments.

What happens if I close the account that my PayID is linked to?

If you close your IMB account that your PayID is linked to, your PayID will be automatically closed. You can create your PayID again and select another account.

What happens if my authority to operate on the account that my PayID is linked to is removed?

If you no longer have authority to operate on the IMB account that your PayID is linked to, your PayID will be automatically closed. You can create your PayID again and select another account.

What should I do about old PayIDs I have for previous email addresses/phone numbers?

You can close these PayIDs in Internet Banking if you still have access to the email address/phone number.

If you no longer have access to them, contact IMB on 133 462 (Monday - Friday 8am - 8pm or Saturday 9am - 4pm) to have these closed as you will not be able to close these PayIDs in Internet Banking.

Old mobile numbers can be re-issued so it is advisable to close PayIDs that you no longer have access to.

When will IMB close my PayID?

IMB has an obligation to close a PayID when:

- There is evidence that you no longer have the right to use it.
- It has not been used to receive a payment for 3 years.
- There is no account linked to it.
- You close the IMB account linked to it.

Can I cancel the closure of my PayID and recreate it?

No, if you successfully close your PayID you will need to re-create it should you wish to re-use it.

PayID Changes

My PayID has been changed but not by me.

Your PayID will be closed if you close the account your PayID is linked to or don't use your PayID for 3 years.

If this does not explain how your PayID has been changed, contact IMB on 133 462 (Monday - Friday 8am - 8pm or Saturday 9am - 4pm).

How do I change my PayID name now that my name has changed?

Your name change will not be automatically reflected in your PayID name. You will need to close your PayID and recreate it to have your new name shown.

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Can I change the account my PayID is linked?

Yes you can link your PayID to another account. The account can either reside at IMB or with another Financial Institution.

- PayID is at IMB and the new account is at IMB:
 - You can change the IMB account your PayID is linked to in Internet Banking.
- PayID is at IMB and the new account is at another Financial Institution:
 - You will need to Transfer or Close your PayID at IMB after which you can create the PayID at the other Financial Institution and link it to the new account.
- PayID is at another Financial Institution and the new account is at IMB:
 - You will need to Transfer or Close your PayID at the other Financial Institution after which you can create the PayID at IMB and link it to your IMB account.

Osko payments can be made to a PayID with a transferring status. They will be sent to the existing PayID account until a new PayID is created.

Osko payments cannot be made to a closed PayID.

How do I change the IMB account my PayID is linked to?

You can change the account linked to your PayID in Internet Banking.

- Go to the Transfers and BPAY tab in Internet Banking
- Select PayID Manager
- Select View Details
- Select Send Code to Mobile Number
- Enter the Authentication code received
- Select Submit
- Your PayID details will be shown
- Select Update Linked Account next to the PayID you wish to change
- Select the account you wish to link to the PayID from the drop down list
- Select Change Linked Account
- The Account and the PayID will be shown for confirmation
- Select Confirm
- Select Send Code to Mobile Number / Send Code to Email Address
- Enter the Authentication code received
- Select Verify to authenticate your PayID creation
- Select Submit
- A receipt for your PayID Change Linked Account will be shown which can be downloaded and printed if required
- Select Done
- Confirmation will be sent to your mobile or email address

When changing Financial Institution's should I transfer my PayID or simply close it and then re-create it?

If you transfer your PayID you will be able to receive Osko payments whilst the transfer process is taking place. If you decide to close and then re-create your PayID you will not be able to receive Osko payments whilst the PayID is closed.

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How long does it take to transfer my PayID?

This process involves you changing your existing PayID to transfer and then creating your PayID at the new Financial Institution. These steps are completed via Internet Banking and so can be completed very quickly.

What happens if I commence the PayID transfer process but don't create a PayID at another Financial Institution?

You have 14 days to create your PayID at the other Financial Institution after commencing the transfer process. After which, if a PayID has not been created elsewhere your current PayID status will change back from Transferring to Created. If you still wish to transfer you will need to recommence the transfer process.

How will I know if my PayID has reverted back from Transferring status and is no longer available to transfer?

You can check your PayID status within Internet Banking.

Will I still be able to receive Osko Payments whilst my PayID is being transferred?

Yes, any Osko Payments being sent to your PayID whilst it has a status of Transferring will continue to be directed to the existing account linked to it. Only when the transfer has been completed and the PayID status has been updated to Created will Osko Payments be sent to your newly linked account.

What stops someone else updating my PayID?

IMB PayIDs can only be amended via Internet Banking and the App. To amend your PayID you need to sign in to Internet Banking or the App as well as have access to your IMB mobile number/email address.

If you believe that your PayID has been amended by someone else then contact IMB on 133 462 (Monday – Friday 8am - 8pm or Saturday 9am - 4pm).

What statuses can a PayID have?

Your PayID can have the following statuses that govern how it can be used:

- Created - Your PayID is active and can be used for payments.
- Locked – Your PayID has been locked and cannot be used for payments.
- Transferring – Your PayID is able to be transferred to another Financial Institution but can still be used.
- Closed – Your PayID is closed and cannot be used for payments.

Osko

What is Osko?

Osko by BPAY™, is the latest payments innovation and it will transform the way we pay each other.

Osko is an innovative payment service, and because it is built on the New Payments Platform, it allows all Australians to make and receive faster, 24/7 payments via any participating Financial Institution.

Rather than waiting hours or days for a payment from someone who owes you money, and who happens to use a different bank, money can now be moved in near real-time with funds available generally almost immediately.

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The service could be used when paying at a group dinner, socialising, or even paying a plumber on the spot. Osko enables payments to one another more conveniently than ever before, including enabling payments to a PayID, which means you don't need to disclose your BSB and account number to receive an Osko payment.

Find out more about Osko at www.osko.com.au

What other financial Institutions are providing Osko?

Over 50 Financial Institutions will be offering Osko. Refer to www.nppa.com.au for a list of participating Institutions.

What are the risks of using Osko? Is it safe?

The New Payments Platform uses world leading technology certified to the highest data security standards and is backed by BPAY. As always, consumers should remain alert to the possibility of cons and scams particularly if they receive unexpected requests via social media, emails or SMS for urgent payments or account information.

Where can I view the full Osko transaction description?

The best place to view the full transaction description (all 280 characters) is the transaction history in Internet Banking or the App.

Receiving Osko Payments

Who can I receive Osko payments from using my PayID?

From anyone who uses your PayID when making their Osko payment to you via a participating Financial Institution.

You must have created your PayID in Internet Banking or the App first.

Can I receive Osko payments from overseas?

No, Osko payments can only be made within Australia.

Can IMB tell me any information about the sender of an Osko Payment?

No, we will not be able to tell you any underlying account information when a PayID is used.

What sort of accounts can receive Osko payments?

Most IMB products can receive Osko payments except for Term deposits and NITA. Refer to the PDS for a full list.

Issues Receiving Osko Payments

I have received an unexpected Osko payment. What do I do?

Check the details of the transaction for more information regarding the payer and their payment reference.

If you still do not recognise the payment contact IMB on 133 462 (Monday - Friday 8am - 8pm or Saturday 9am - 4pm) and we will investigate.

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I am expecting an Osko payment but I have not received it?

Was the payment made to your PayID or your BSB and Account number and were these correct? If there was a problem with these details contact the payer to investigate with their financial Institution.

Check the account your PayID is linked to.

I have an "Osko Deposit Return" transaction.

An Osko payment you received has been returned to the payee. Check your secure mail within Internet Banking as more details may be provided there. If you require further clarification contact IMB on 133 462 (Monday - Friday 8am - 8pm or Saturday 9am - 4pm).

I have received an Osko payment but the funds have not cleared.

Check again a little later and if this is still the case contact IMB on 133 462 (Monday - Friday 8am - 8pm or Saturday 9am - 4pm).

Making Osko Payments

How can I make an Osko payment?

Osko payments can only be made in Internet Banking or the App.

Can I do an Osko payment in the branch or over the phone?

No. Only via Internet Banking or the App.

Who can I make an Osko payment to?

You can make an Osko payment to any Australian account as long as the Financial Institution supports Osko payments and the account accepts Osko payments.

You can make an Osko payment to any PayID as long as the PayID has been created and is active.

Do I have to use a PayID to make an Osko payment?

You can use either a PayID or a BSB and Account number to make an Osko payment.

IMB recommends using a PayID when making or receiving Osko payments.

Do I have to have my own PayID to make an Osko payment?

No, you only need a PayID if you wish to provide a PayID to others who want to pay you instead of giving them your BSB and account number.

What information do I need to make an Osko payment to a PayID?

You simply need the PayID linked to the account of the person you want to pay. For example, if they have created a PayID for their phone number, you just enter their phone number when making the Osko payment. The person you want to pay will need to provide you with their PayID.

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How can I do an Osko payment via the App?

An online tutorial will be available within Internet Banking and on the website.

Go to the menu in the App and select Osko.

When selecting the payee you will be given the option to enter a PayID instead of having to enter a BSB and account number.

If using a PayID be sure to check the PayID name shown is correct before proceeding.

The onus is on you to ensure that the payment details are correct before processing a payment. There is no guarantee that mistaken payments can be retrieved. **You need to ensure that these details are correct before you make a payment.**

Be sure to check your transaction history after processing an Osko payment to check the transaction was successful.

How can I do an Osko payment via Internet Banking?

An online tutorial will be available within Internet Banking and on the website.

Go to the Transfers and BPAY tab in Internet Banking and select Osko Payment.

When selecting the payee you will be given the option to enter a PayID instead of having to enter a BSB and Account number.

If using a PayID be sure to check the PayID name shown is correct before proceeding.

The onus is on you to ensure that the payment details are correct before processing a payment. There is no guarantee that Mistaken Payments can be retrieved. **You need to ensure that these details are correct before you make a payment.**

Be sure to check your transaction history after processing an Osko payment to check the transaction was successful.

How do I know that the Osko payment will go to the right account?

When using a PayID to make an Osko payment, you should check that you have entered the correct PayID at the time of making the payment. The PayID name will be displayed for you to check before you proceed with the Osko payment, providing an additional level of comfort that the PayID is linked to the intended recipient.

What happens if I make an Osko payment to a closed PayID?

If you make an Osko payment to a closed PayID the payment will fail and the funds will be returned to your account.

What sort of accounts can I make Osko payments from?

Osko Payments can be made from most products with the exception of Term deposits, NITA, Junior Saver, Zoo, Christmas club, and Loan accounts.

Refer to the PDS for a full list.

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What do I need to send someone an Osko payment?

If they have created a PayID and you know it then you can make an Osko payment to their PayID. Or you can make an Osko payment to their BSB and Account number as long as their Financial Institution supports Osko payments.

How much does it cost to do an Osko payment?

There is no fee for making or receiving an Osko payment.

What are the benefits of making payments using Osko?

An Osko transaction:

- is much faster as the funds should be in the account almost immediately
- can be made to a PayID instead of a BSB and Account number
- when using a PayID
 - the PayID name is shown allowing an additional check to ensure you are paying the intended recipient.
 - the account is checked to see if it can accept an Osko payment before completing the transaction.

Can I make an Osko payment to a locked PayID?

No, Osko payments cannot be made to a locked PayID.

Can I make an Osko payment to a closed account either via PayID or BSB and Account Number?

Osko payments cannot be made to a closed account via PayID as the PayID is checked before the transaction is processed. You will not be able to complete the transaction.

Osko payments can be made to a closed account if paid to a BSB and Account number but the transaction will fail and will be reversed immediately.

Can I make a recurring Osko payment?

No, Osko payments cannot be recurring.

Can I make a future dated Osko payment?

No, Osko payments cannot be future dated.

Can I use Osko to make payments overseas?

No, Osko payments can only be made within Australia.

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Osko Payment Limits

What transaction limits exist for Osko payments and how does this effect my other Internet Banking limits?

Your maximum daily Osko Payment limit is \$1,000. Your maximum daily transaction limit for payments made within Internet Banking has not changed but now includes Osko payments.

Can I change my daily transaction limits?

You can change your daily limits within Internet Banking. However, you cannot increase your Osko limit above \$1,000.

I need to make an Osko payment greater than \$1,000

The maximum limit for an Osko payment is \$1,000 per day and can't be increased. You will have to split the transaction over multiple days.

Issues Making Osko Payments

What happens if an Osko payment is paid into the wrong account?

The money will be paid into the account that is linked to the PayID at the time the Osko payment is submitted and confirmed. Should this account not be the correct destination account then you can initiate an investigation process by contacting IMB on 133 462 (Monday - Friday 8am - 8pm or Saturday 9am - 4pm).

I made an Osko payment to the wrong PayID or account. What do I do?

When making Osko payments to a PayID the PayID name is shown – be sure to check this name is correct before proceeding with the payment.

Contact IMB on 133 462 immediately (Monday - Friday 8am - 8pm or Saturday 9am - 4pm) so that we can attempt to recover your funds.

The onus is on you to ensure that the payment details are correct before processing a payment. There is no guarantee that mistaken payments can be retrieved. **You need to ensure that these details are correct before you make a payment.**

I have sent an Osko payment for the wrong amount (too much).

The fastest way to recover your funds would be to contact the payee and request they send you the overpayment amount back as an Osko payment. If this is not possible contact IMB on 133 462 (Monday - Friday 8am - 8pm or Saturday 9am - 4pm) to commence the overpayment process so we can attempt to recover your funds.

The onus is on you to ensure that the payment amount is correct before processing a payment. There is no guarantee that your funds can be retrieved. **You need to ensure that the amount is correct before you make a payment.**

133 462 | imb.com.au



The Osko payment I submitted has not been received?

Check the Osko payment was successfully processed i.e. that there isn't an Osko reversal transaction.

Confirm the PayID or BSB and account number that you sent the payment to were correct.

Contact IMB on 133 462 (Monday - Friday 8am - 8pm or Saturday 9am - 4pm) to investigate the payment.

I submitted an Osko payment but it does not appear in my transaction list and the funds are no longer available.

Contact IMB on 133 462 (Monday - Friday 8am - 8pm or Saturday 9am - 4pm) to investigate the payment.

My Osko payment failed

If there is a problem with processing your Osko payment then the transaction will appear in your transaction list followed by a reversal transaction that will provide an indication of why the transaction failed e.g. account does not allow Osko transaction, account closed etc.

My Osko payment didn't work but I was not advised that it failed

If your Osko payment is unsuccessful then the transaction will appear in your transaction history followed by a reversal transaction. The reversal transaction should include details as to why the transaction failed. E.g. account closed.

You need to check your transaction history to confirm that the transaction was successful.

Fraud - Someone has made an Osko payment from my account

Osko payments are only possible via Internet Banking or the App therefore an unauthorised Osko payment may indicate that your Internet Banking or App have been compromised.

Change your Internet Banking password immediately and contact IMB on 133 462 (Monday - Friday 8am - 8pm or Saturday 9am - 4pm).

I can't find the BSB for the account required in the Osko BSB list.

Check the BSB number is correct.

If the BSB does not appear in the list it is because that Financial Institution does not support Osko payments.

You could pay them using the Pay Anyone tab in Internet Banking, however normal payment processing times will apply.

I am trying to pay an existing payee by Osko but it doesn't appear in my payee list.

The Financial Institution for this payee does not support Osko payments.

You could pay them using the Pay Anyone tab in Internet Banking, however normal payment processing times will apply.

133 462 | imb.com.au



I have an "Osko Withdrawal Return" transaction.

The Osko payment you made has been returned by the other Financial Institution.

Check your secure mail within Internet Banking as more details may be provided there. If you require further clarification contact IMB on 133 462 (Monday - Friday 8am - 8pm or Saturday 9am - 4pm).

I don't have the option in Internet Banking or the App to make an Osko payment

If you only have View access in Internet Banking then you will not have the option to make an Osko Payment.

If you have Full access in Internet Banking contact IMB on 133 462 (Monday - Friday 8am - 8pm or Saturday 9am - 4pm).

I am having trouble trying to make an Osko payment using the App or Internet Banking

Contact IMB on 133 462 (Monday - Friday 8am - 8pm or Saturday 9am - 4pm).

I tried to send an Osko payment from another Financial Institution to my IMB account but couldn't.

If you are using a BSB ensure you are using 641800. Check that Osko payments are allowed for the IMB account. Most IMB products can receive Osko Payments except for Term deposits and NITA. Refer to the PDS for a full list.

If you are using a PayID check that it is linked to the correct account and active. Contact the other Financial Institution.

PayID and Osko for Business Clients

How can I create a PayID for a business? - How, based on what?

Osko payments can be made to the Business BSB and Account number initially.

Business ATO's will be able to link their email address or mobile number to a business account where they are an ATO.

The ability for a business to create a PayID for their ABN will be provided in the near future.

My delegated users can't make Osko Payments

You will need to give each Delegated User permission to perform Osko Transactions within Internet Banking in the same way that you provide permission for other functions.

Further information

For further information contact IMB on 133 462 (Monday - Friday 8am - 8pm or Saturday 9am - 4pm), via secure mail within Internet Banking or by visiting a branch.

133 462 | imb.com.au

