

Resources Credit Union Limited
**Frequently Asked Questions about the
Net Reward Saver (S14) Account**

Who can open a Net Reward Saver (S14) Account?

You must be or become, a member of Resources Credit Union and must be or become registered to use NetBranch (our internet banking). Also you must already have or open a Resources (S1) Access Savings Account.

Can I set up a Net Reward Saver (S14) Account as a joint account?

Yes. All joint applicants must be members of Resources Credit Union. Tell us if you require both account holders to be able to authorise withdrawals. If both, you will each need a separate password to NetBranch (our internet banking) to transact on the joint Net Reward Saver (S14) Account.

How do I open a Net Reward Saver (S14) Account?

Contact your local branch or call (02) 9965 1200, or complete and submit online the Net Reward Saver (S14) Account application form at www.resourcescu.com.au

How is interest calculated?

Interest is calculated daily and credited monthly. Refer to our Savings Account Interest Rate brochure for current rates. Balances of \$2,000 or more receive the higher rate on the whole balance in the Net Reward Saver (S14) Account. Balances of \$1,999 or less receive the lower interest rate.

How can I transact on my Net Reward Saver (S14) Account?

You can only transact on your Net Reward Saver (S14) Account by using:

- * NetBranch (our internet banking) to check balances and to transfer funds from and to your Net Reward Saver (S14) Account and your other Savings Accounts.*
- * Rediphone (our telephone banking) to check balances and to transfer funds from your other Savings Accounts into your Net Reward Saver (S14) Account, (but not out of your S14).*

How can I check my balances?

You can check your balances anytime on NetBranch (our internet bank) and Rediphone (our telephone banking).

What is the minimum deposit & withdrawal on this account?

Using NetBranch (our internet banking) you can transfer any amount to and from your Net Reward Saver (S14) Account, to and from your other Savings Accounts. From your S1 Access Savings Account all your usual access modes are available, eg ATMs, EFTPOS, cash withdrawal at a branch, Bpay, personal or Credit Union cheques, Redicard, Visa card, etc. Our usual daily cash withdrawal limits apply.

Can I withdraw cash directly out of my S14 Account?

No. But you can transfer money at any time from your (S14) using NetBranch (our internet banking) to your Resources (S1) Access Savings Account and then access the funds as you normally do; eg via ATMs, EFTPOS, cash withdrawal at a branch, Bpay, cheques, cards, etc. Our usual daily cash withdrawal limits apply.

Can I transfer between my other Resources accounts and my S14 Account?

Yes. You can transfer into and out of your S14 using NetBranch (our internet banking) from and to your other Savings Accounts. You can transfer into, but not out of your S14 using Rediphone (our telephone banking).

Can I setup regular deposits into my Net Reward Saver (S14) Account?

Yes you can set up regular deposits to be transferred from your other Savings Accounts to your Net Reward Saver (S14) Account.

Can I arrange for my pay to be deposited into my Net Reward Saver (S14) Account?

Yes. Simply instruct your pay master to send part or all of your pay to Resources (BSB 802-058 & YOUR MEMBER No.) and tell us in writing how you want to split your pay between your accounts. You can also transfer funds at any time from your other Savings Accounts into your Net Reward Saver (S14) Account using NetBranch (our internet banking) or Rediphone (our telephone banking).

Can I arrange for other income I receive (eg dividends, tax refund cheques, superannuation, etc) to be deposited into my Net Reward Saver (S14) Account?

Yes. Simply instruct your income provider to send your other income to Resources (BSB 802-058 & YOUR MEMBER No.). Then transfer those funds from your S1 Access Savings Account into your Net Reward Saver (S14) Account using NetBranch (our internet banking) or Rediphone (our telephone banking).

Can I establish automatic deposits from another financial institution to go into my Net Reward Saver (S14) Account?

Yes. You can have an automatic deposit set up to go into your S1 Access Savings Account. Ask us to set up a periodical transfer to your S14. You can also transfer funds into your Net Reward Saver (S14) Account using NetBranch (our internet banking) or Rediphone (our telephone banking).

Can I transfer funds from my other financial institution(s) to my Net Reward Saver (S14) Account?

Yes. Use their internet banking facility to transfer your funds to Resources (BSB 802-058 & YOUR MEMBER No.). Then transfer those funds from your S1 Access Savings Account into your Net Reward Saver (S14) Account using NetBranch (our internet banking) or Rediphone (our telephone banking).

Can I make BPay transactions from my Net Reward Saver (S14) Account?

No – But you can transfer funds from your Net Reward Saver (S14) Account to your S1 or other Savings Accounts using NetBranch (our internet banking). Then make BPay transactions from your S1 or other Savings Accounts, as required.

Can I have a cheque book, a Redicard or a Visa card on the Net Reward Saver (S14) Account?

No. But you can attach a cheque book and a Redicard and a Visa card to your S1 Access Savings Account. Then transfer funds as needed from your Net Reward Saver (S14) Account to your S1 Access Savings Account using NetBranch (our internet banking).

What fees and charges apply to the Net Reward Saver (S14) Account?

There is no account keeping fee. Our usual transaction fees, charges and rebates apply, so refer to our Schedule of Fees and Charges for the current amounts.