



Customer Terms for Creating and Using Your PayID

Effective

01 May 2026

Definitions:

<i>word or expression ...</i>	<i>means ...</i>
Account	your account with us
Authorised User	you and any person you have authorised to operate your account
Misdirected Payment	an NPP Payment erroneously credited to the wrong account because of an error in relation to the recording of the PayID or associated account information in the PayID service
Mistaken Payment	an NPP Payment, made by a payer who is a 'user' for the purposes of the ePayments Code, which is erroneously credited to the wrong account because of the payer's error
NPP	the New Payments Platform operated by NPP Australia Limited
NPP Payments	payments cleared and settled via the NPP
Organisation ID	an identifier for a customer that is a business customer or organisation, constructed by us as <business name> and/or <description of business/campaign/product> and/or <geographic location/state>
PayID	the identifier you choose to use to receive NPP Payments
PayID Name	the name we give you or the name selected by you (with our approval) to identify you to Payers when your PayID is used to make an NPP Payment
PayID service	the central payment addressing service which is available for addressing NPP Payments

<i>word or expression ...</i>	<i>means ...</i>
PayID Type	the type of identifier you select for receiving NPP Payments, which may be your telephone number, mobile number, email address, Australian Company Number, Australian Business Number or Organisation ID
Privacy Law	the <i>Privacy Act 1988 (Cth)</i> and regulations made under the Act
We, us and our	Geelong Bank, a division of Hume Bank Ltd ABN 85 051 868 556
You and your	a person who, at the time a PayID service is provided, is an individual or a business organisation that is our customer (or prospective customer)

Making and receiving NPP Payments using PayID:

1. The PayID service is the NPP Payment addressing service that enables payers to make NPP Payments to you using an alternative identifier instead of your account details.
2. Before you can create your PayID to receive NPP 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. Eligible accounts include
Total Access, Redi-Access, Senior Saver, Online Saver, Achieve Saver, iSaver, Superfund Maximser, Budget Accounts, YAS, Access Saver and At Call Savings accounts.
3. Whether you choose to create a PayID for your account or not, you and each Authorised User, may use a payee's PayID to make particular types of NPP Payments to the payee from your account provided that:
 - (a) we and the payee's financial institution support the NPP Payment service;
 - (b) the payee's account is able to receive the particular NPP Payment; and
 - (c) the PayID is not locked.
4. For terms of:
 - a) how PayID may be used for particular NPP Payment services, your obligations to input correct PayID details and to check the payee's PayID Name before sending an NPP Payment; see <https://geelongbank.com.au/access/real-time-payments/> and
 - b) your rights in relation to the investigation and recovery of Mistaken Payments, Misdirected Payments and unauthorised (including fraudulent) NPP Payments, go to <https://geelongbank.com.au/about-us/disclosures-publications/> (see ePayments Conditions of Use).

Choosing a PayID and PayID Name

5. You can review the full list of PayID types we support at <https://geelongbank.com.au/access/real-time-payments/>
6. You may create a PayID as long as it is a supported PayID Type. Some PayID Types, for example Organisation IDs, are restricted to business customers and organisations. Only eligible customers will be able to create a PayID that is a restricted PayID Type.
7. You must satisfy us that you own or are authorised to use your chosen PayID before you can use it to receive NPP 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.
8. Depending on the policy of a payer's financial institution, your PayID Name may be displayed to payers who send NPP Payments to you. At the same time, you create your PayID, we will either enable you to:
 - (a) confirm your selection of a PayID Name for display to payers; or
 - (b) select an alternative PayID Name, such as your business name, for display.
9. We will not permit selection of a PayID Name that is likely to mislead or deceive a payer into sending you NPP Payments intended for another payee, or which for any reason is inappropriate.

Creating your PayID

10. You can create a PayID for receiving NPP Payments in internet/mobile banking. We will not create a PayID for you without your prior consent.
11. You may choose to create more than one PayID for your account.
12. If your account is a joint account, you and each other joint account holder can create a unique PayID for the account.
13. If you have Authorised Users on your account, each Authorised User may create a unique PayID for the account.
14. 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 17 and 19 for details on transferring PayIDs.
15. 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 see the following message *Unable to Register PayID*. You can contact us to discuss duplicate PayIDs at <https://geelongbank.com.au/about-us/contact-us/>. We cannot disclose details of any personal information in connection with duplicate PayIDs.

Transferring your PayID to another account

16. You can transfer your PayID to another account with us, or to an account with another financial institution by submitting a request to us at <https://geelongbank.com.au/about-us/contact-us/>
17. A transfer of your PayID to another account *with us* **will** generally be effective immediately unless we notify you otherwise.

18. 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, NPP 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. You can request transfer of your PayID at any time.
19. A PayID which we have temporarily disabled cannot be transferred: see clause 24.

Note: Transferring a PayID to another financial institution will cause payments under any PayTo Payment Agreement linked to that PayID to fail unless you also transfer the Payment Agreement: see our Account & Access Facility Terms and Conditions

Transferring your PayID from another Financial Institution to your account

20. 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

21. To close your PayID, go to <https://geelongbank.com.au/about-us/contact-us/>
22. You must notify us immediately if you no longer own or have authority to use your PayID.

Note: Closing a PayID will cause payments under any PayTo Agreement linked to that PayID to fail unless you also transfer the Payment Agreement see our Account & Access Facility Terms and Conditions

Locking and Unlocking a PayID

23. 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 NPP Payments fraudulently.
24. Request to unlock a locked PayID may be made at <https://geelongbank.com.au/about-us/contact-us/>

NPP Payments

25. We will ensure that your PayID and account details are accurately recorded in the PayID service.

Privacy

26. 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;

- (b) NPP Participants which are payers' financial institutions to use your PayID information 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 acknowledge and agree that you consent to that disclosure, storage and use.