Notice to Customers – Changes to Terms & Conditions Deposit Accounts & Electronic Banking

MyState Bank is updating the Terms & Conditions Deposit Accounts & Electronic Banking dated 3 December 2025.

Amendments

Foreign currency cheques effective 11 December 2025

We are making a change to clarify that the foreign currency cheque conversion exchange rate also includes a margin.

General banking terms and conditions section 16 Depositing cheques will be updated to reflect this change.

Special eSaver account effective 1 May 2026

The Special eSaver account will be withdrawn and will not be available for new accounts.

Section 2. Specific Terms and Conditions – Personal Savings and Transaction accounts will be updated to reflect this change.

Bonus Saver account effective 12 June 2026

The Bonus Saver account will be withdrawn and will not be available for new accounts.

Section 2. Specific Terms and Conditions – Personal Savings and Transaction accounts will be updated to reflect this change.

For Special eSaver and Bonus Saver amendments will also be made to the relevant sections of the following documents to reflect this change.

- Terms & Conditions for No Longer Offered Deposit Accounts & Electronic Banking
- Fees & Charges Deposit Accounts
- Fees & Charges No Longer Offered Deposit Accounts
- Interest rates for Personal Deposit Accounts
- Interest rates for No Longer Offered Personal Deposit Accounts

Foreign currency cheques effective 1 July 2026

Foreign currency cheques will no longer be accepted for deposit or repurchase.

Section 16. Depositing cheques, Foreign currency cheques will be updated to reflect this change.

Corporate cheques and Bank cheques effective 1 September 2026

Corporate cheques and Bank cheques will no longer be able to be drawn on your account.

Section 27. MyState Bank Corporate cheque will be updated to reflect this change.

Amendments will also be made to the relevant sections of the following documents to reflect this change.

- Fees & Charges Deposit Accounts
- Fees & Charges No Longer Offered Deposit Accounts

Closing your account effective 1 September 2026

Section 10 Closing your accounts. The content has been replaced with the following;

> **Closing your account**
>
> You may close your account at any time upon request. If your account is joint, and is single or either to sign, we will take instruction from one of you. If your account is more than one to sign, multiple account

holders or signatories will be required to provide the instruction and authorisation to close. To close an account please contact us.

1. Our right to suspend or close your account
We may suspend, restrict or close your account, or any service linked to it, where it is reasonably necessary for us to do so.

We will exercise this right fairly, reasonably and in a proportionate manner, having regard to our legal and regulatory obligations, the circumstances, and the potential impact on you.

2. Circumstances in which we may take action
We may suspend or close your account in the following circumstances:

(a) Immediate action (including without prior notice)
We may act immediately, without giving you prior notice, where it is reasonably necessary to:

- comply with a law, regulation, court order, or direction from a regulator
- prevent or respond to suspected fraud, financial crime, or other unlawful activity
- manage a risk to the security of our systems, customers, staff, or the community
- address a situation involving threats to safety, property, or wellbeing
- respond to sanctions or anti-money laundering and counter-terrorism financing obligations

(b) Action with limited or no prior notice
We may suspend or close your account with limited or no prior notice where reasonably necessary to:

- manage a material risk of loss to you or us
- respond to suspected misuse of your account or a breach of these terms
- where you have provided information that is false, misleading, or incomplete
- where we are unable to verify your identity or obtain information we reasonably require (including for regulatory purposes)
- where we reasonably believe your account is being used in a way that may cause financial harm, including financial abuse

(c) Action with reasonable notice
We may close your account by giving you reasonable notice where:

- there are valid commercial or operational reasons
- your account has been inactive or maintained a zero or negative balance for an extended period
- you have not complied with these terms and the matter has not been remedied

3. Notice and communication

Where we close or suspend your account:

- we will generally provide you with prior notice where it is reasonable to do so
- where prior notice is not possible, we will notify you as soon as practicable afterwards

However, in some circumstances, we may be unable to provide reasons or prior notice due to legal or regulatory restrictions.

4. Support during account closure

Where appropriate, we will:

- provide you with a reasonable opportunity to access your funds
- assist you to make alternative banking arrangements
- take into account any indicators of financial difficulty or vulnerability

If you require additional assistance, you can contact us and we will take reasonable steps to support you.

5. Payment of balances and handling of transactions

When your account is closed:

- we will pay any credit balance to you, subject to any amounts you owe us
- we may withhold or delay payments where required by law or to manage risk
- we may deduct any fees, charges, or liabilities owing before releasing funds

You are responsible for:

- cancelling any direct debits, recurring payments, or other authorities
- ensuring no further transactions are made using cards or account details
- any transactions processed after closure, which may result in amounts owing to us

6. Joint accounts and authorised users

For joint accounts or accounts with multiple authorised users:

- we may act on instructions from any authorised party unless the account authority requires otherwise
- closure may require the consent of all account holders, depending on the authority in place

7. Our regulatory obligations

We may take any action under this clause to comply with our obligations under:

- anti-money laundering and counter-terrorism financing laws
- sanctions laws
- fraud prevention and financial crime obligations
- any other applicable laws or regulatory requirements

8. No limitation of rights

This clause does not limit any other rights we may have under these terms, at law, or under any applicable code.

The current Terms & Conditions Deposit Accounts & Electronic Banking can be found at mystate.com.au/legal.

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1 August 2026