



Defence
Bank

defencebank.com.au
1800 033 139

Ultimate Essentials Home Loan Package Terms and conditions

Effective 19 February 2025

Ultimate Essentials Home Loan Package

Terms and conditions

The Defence Bank Ultimate Essentials Home Loan Package (“Ultimate Package” or “Package”) provides eligible Package holders with a number of benefits across selected products offered by Defence Bank. Benefits available to package holders are detailed in the attached Ultimate Package Benefits Guide.

The package operates alongside and in addition to the individual Terms and Conditions applying to eligible Defence Bank products. Where there is any inconsistency between these Terms and Conditions and the terms applicable to a particular Defence Bank product, the terms of the product will prevail.

1. Acceptance of Defence Bank Ultimate Package Terms and Conditions

By applying for the Ultimate Package you agree to be bound by these Terms and Conditions, acknowledge that you have received the Ultimate Package Benefits Guide, consent to any applicable privacy and information handling terms, and agree to pay the annual package fee. The Package Terms and Conditions may be varied by us from time to time.

2. Your eligibility to take a Defence Bank Ultimate Package

To be eligible for the Ultimate Package you must:

- (a) have, or have applied for, an Ultimate Essential Home Loan;
- (b) be a member of Defence Bank;
- (c) be a natural person;
- (d) complete and sign the Ultimate Package Application Form; and
- (e) meet any other eligibility criteria that we may apply from time to time.

3. What you must do to maintain your Defence Bank Ultimate Package

In order to maintain your Ultimate Package and remain eligible to receive package benefits you must:

- (a) continue to remain eligible to establish a Defence Bank Ultimate Package under the criteria set out in the preceding condition; and
- (b) not be in default under these Terms and Conditions or under the Terms and Conditions of any eligible products linked to your Ultimate Package.

4. What you must do to receive Ultimate Package benefits for eligible products

- 4.1. Ultimate Package benefits are only available to current Package holders.
- 4.2. To receive the Ultimate Package benefits of any eligible product, the eligible product must be in your name(s).
- 4.3. Request that any Ultimate Package benefits be linked to an eligible product.

5. How to link an eligible product to your Ultimate Package

- 5.1. You may request that we link an eligible product to your Ultimate Package by contacting us via email at info@defencebank.com.au, calling us (toll free) on 1800 033 139 or visiting your closest branch.
- 5.2. On receipt of your request, we will determine your eligibility to link that account or product to your Ultimate Package and approve or decline your request as soon as reasonably practicable.

6. Joint holders

- 6.1. Where you hold an Ultimate Package jointly with another person then your obligations under these Terms and Conditions are joint with that other person.
- 6.2. A product remains a linked eligible product for as long as you or the joint holder of your Ultimate Package are:
 - (a) one of the borrowers, in the case of the Ultimate Essentials Home Loan product; and
 - (b) one of the account or product holders, in the case of an eligible product.

7. Annual package fee

- 7.1. The amount of the non-refundable annual package fee is set out in our schedule of Fees and Charges Schedule, available on our website or from any branch.
- 7.2. The first non-refundable annual package fee is due within a reasonable time after your Ultimate Package application approval.
- 7.3. Subsequent annual package fees are payable in advance on the anniversary of the date on which the first annual package fee was paid.
- 7.4. The annual package fee must be paid from a nominated Defence Bank account. When you apply to become an Ultimate Package holder you must nominate an account to which the annual package fee will be debited. If you do not nominate an account, we will charge your Ultimate Essentials home loan.

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Terms and conditions (continued)

- 7.5.** If you have not already established an account with us at the time you apply to become a package holder, then you must apply to open an account with us at the same time as you apply to become a package holder.
- 7.6.** If, at the time an annual package fee is payable, you have no account with us and you do not otherwise pay the annual package fee we will cancel your Ultimate Package.

8. Package benefits

- 8.1.** Details of our current package benefits are set out in the Ultimate Package Benefits Guide at the end of this document and are also available from our branches or can be viewed on www.defencebank.com.au.
- 8.2.** Package benefits available under the Ultimate Package currently include:
- (a) Annual fee discount on a Defence Bank Foundation Credit Card;
 - (b) Application fee waivers on Defence Bank Personal Loans; and
 - (c) Discounts on various financial products offered by us, including third-party products or services.

9. Change to Package benefits and these Terms and Conditions

- 9.1.** We may change any of these Terms and Conditions, including any of the Package benefits on notice to you in accordance with these Terms and Conditions.
- 9.2.** A change to package benefits includes introducing new package benefits or increasing, removing, reducing or restricting existing package benefits.
- 9.3.** Except where package benefits are being increased, any changes we make will not apply to existing benefits on eligible products which were linked to the Ultimate Package before the date of the change, unless:
- (a) there is a re-negotiation of the eligible product terms with you;
 - (b) we give you advance written notice of the change; or
 - (c) you request and we agree in writing to apply the change.
- 9.4.** Any change to package benefits on a linked eligible product will apply from the date we process the change or the date specified in any notice of the change we give you, as the case may be.
- 9.5.** Any special offers advertised by us from time to time will be available to package holders in accordance with the terms and conditions of the individual special offer.
- 9.6.** Package benefits are independent of any other discounts or fee waivers granted by us in our absolute discretion at any time.

10. How much notice we will give you of changes to Package benefits and these Terms and Conditions

- 10.1.** We will give you written notice at least 30 days before the change takes effect if we introduce a new fee or charge or increase an existing fee or charge.
- 10.2.** We will also give you written notice at least 30 days before the change takes effect if the change is to remove, reduce or restrict any package benefit in relation to a linked eligible product.
- 10.3.** For all other changes to package benefits and these Terms and Conditions, other than the introduction of any additional package benefits, we will give you notice no later than the day on which the change takes effect.

11. How we give notice of changes and other matters

- 11.1.** If there is more than one Package holder, we may send notices and other documents relating to the Ultimate Package (including notification of a change to these Terms and Conditions) to either Package holder. Giving notice by these means will be taken to have been a notice to all Package holders.
- 11.2.** You acknowledge that where you provide us with an email address to enable us to contact you, it is your responsibility to inform us of any change in your nominated email address.
- 11.3.** Where we are required to give you notice of any change under these Terms and Conditions, including a change to package benefits, you agree that we may do so by any of the following methods:
- (a) by advertisement in national or local media;
 - (b) by email sent to your nominated email address;
 - (c) by prepaid ordinary post;
 - (d) in periodic statements we issue to you; and / or
 - (e) in other publications we issue to you, including newsletters.

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- 11.4.** Subject to applicable laws, you agree that any notice served to you is deemed to be received at the time it would arrive in the normal course, even though the notice sent may be returned to us.
- 11.5.** The notice we give you may inform you that the changes may be viewed by logging on to our website, and you agree that such notification of the changes is sufficient. You may request that we send you a copy of the notification of changes.

12. Cancellation of the Ultimate Package by you

Once your Ultimate Essential Home Loan is discharged or converted, you may cancel your Ultimate Package at any time by letting us know.

13. Cancellation of the Ultimate Package by us

13.1. We may cancel your Ultimate Package by giving you 30 days prior written notice if:

- (a) you do not pay an annual package fee by its due date for payment;
- (b) you are in default under the Terms and Conditions of any eligible product, or
- (c) you are in default under these Terms and Conditions.

13.2. Cancellation takes effect immediately:

- (a) upon expiry of the notice period, unless the default is remedied, or
- (b) at such time when your home loan is discharged or converted.

14. Consequence of cancellation

Upon cancellation of your Ultimate Package, we may immediately and without further notice to you (except where we are required by law to give you notice):

- (a) remove any discount or waiver that applied to you as a package holder on any eligible product;
- (b) impose fees and charges that were previously waived for you as a package holder on the account of any eligible product;
- (c) remove any other benefits to which you were previously entitled as a package holder.

15. Complaints and dispute resolution process

15.1. While we do not expect that you will experience any problems with your Ultimate Package, we do encourage you to contact us with details of any complaints you may have.

15.2. We have established complaints resolution procedures that aim to deal with and resolve your complaint promptly, thoroughly and fairly.

15.3. If you make a complaint:

- (a) call Defence Bank on 1800 033 139.
- (b) talk to our staff at a local branch.
- (c) email us at info@defencebank.com.au; or
- (d) send a letter to our Complaints Officer to PO Box 14537 Melbourne VIC 8001.

15.4. If you are not satisfied with the steps, we have taken to resolve the complaint or with the result of our investigation, you may lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Australian Financial Complaints Authority GPO Box 3 MELBOURNE VIC 3001

Phone: 1800 931 678 (free call)

Email: info@afca.org.au

Website: www.afca.org.au

16. Termination of benefits

We may give package holders a written notice that in our opinion it has become impractical or by reason of changes in law not possible for us to continue to make any particular benefit or benefits under the Ultimate Package available and immediately upon giving you that notice terminate that or those benefits.

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Terms and conditions (continued)

17. Definitions

Words that have been used in these Terms and Conditions have the following meanings:

annual package fee - is the fee payable by package holders annually to maintain the Defence Bank Ultimate Package

eligible product - means any of the products described as such in Ultimate Package Benefits Guide

linked eligible product - means an eligible product which has been linked to your Ultimate Package

nominated account - means the account to which the package fee is charged

nominated email address - means an email address you give us so we can send you an email when we want to contact you or notify you of a change

package application form - means the form you complete to apply for a Defence Bank Ultimate Package

package benefits - means the benefits provided under the Ultimate Package from time to time

package holder - means a person who has applied and been approved for a Defence Bank Ultimate Package and who has paid any applicable annual package fee when due

you, your - means the package holder/s

we, us - means Defence Bank

Ultimate Essentials Home Loan Package

Ultimate Essentials Home Loan Package Application Form: Applicant(s) to complete this section.

Applicant details

Member number	<input type="text"/>
Member name	<input type="text"/>
Phone	<input type="text"/>
Email	<input type="text"/>

Joint applicant details (if applicable)

Member number	<input type="text"/>
Member name	<input type="text"/>
Phone	<input type="text"/>
Email	<input type="text"/>

Your nominated account

We will debit the Package annual fee to your nominated account, please nominate either your Ultimate Essentials Home Loan or a Transaction account. If you nominate a joint Transaction account, please ensure the account authority is designated as “either party to sign” or both parties to the account sign this authority; at least one account holder must also be one of the Applicants specified above.

Name of account holder/s

Transaction account Account number

OR

Ultimate Essentials Home Loan (about to be funded) Account number

If you do not nominate an account we will nominate one on your behalf.

Privacy information

Defence Bank complies with applicable Australian Privacy law. General information about how we collect, use and disclose personal information about you is included within our Defence Bank Products and Services – Conditions of Use. Our Privacy Policy provides additional information about how we handle your personal information. Both documents can be viewed at defencebank.com.au or are available on request. When you access our website the terms of our Website Privacy Notice also apply. When you apply for a loan, we will ask for your consent to use or disclose personal information provided to us for the purpose of reviewing and administering your loan account including the Ultimate Package.

Terms and conditions acknowledgement

By signing this Application, you acknowledge that:

- You are applying for the Defence Bank Ultimate Essentials Home Loan Package and agree to pay the non-refundable annual package fee of \$96.
- You have read and understood all of the information contained in the Defence Bank Ultimate Essentials Home Loan Package Terms and Conditions.
- You have received the Ultimate Package Benefits Guide, which articulates the Package benefits and eligible products.
- You are bound by the terms of the Defence Bank Ultimate Essentials Home Loan Package Terms and Conditions.
- You confirm that all of the information you have provided to us in relation to the Ultimate Essentials Home Loan Package Application Form is true and correct and not misleading in any way.
- You agree and consent to your personal information being collected, used and disclosed in the manner and for the purposes set out in the Defence Bank Products and Services – Conditions of Use and Ultimate Essentials Home Loan Package Terms and Conditions.

Whether we accept your application for a Defence Bank Ultimate Essentials Home Loan Package is solely at our discretion.

Applicant name	<input type="text"/>	Joint applicant name	<input type="text"/>
Signature	<input type="text"/>	Signature	<input type="text"/>
Date	<input type="text"/> / <input type="text"/> / <input type="text"/>	Date	<input type="text"/> / <input type="text"/> / <input type="text"/>

Ultimate Essentials Home Loan Package Benefits Guide

Ultimate Essentials Home Loan Package Benefits Guide

Defence Bank Foundation Credit Card

- Reduced annual fee on the Defence Bank Foundation Credit Card.¹

Defence Bank Personal Loans

- No application fee on Defence Bank Personal Loans.²

Defence Bank Term Deposits

- A preferential interest rate of 0.15% p.a. above the advertised rate on Defence Bank Term Deposits. Exclusions apply.³

Home, contents and landlord insurance cover (underwritten by CGU)

- A discount of up to 15% on certain home, contents and landlord insurance cover underwritten by CGU. Conditions apply.⁴

Home Loan Offset

- Option to link 100% Home Loan Offset accounts with no monthly account fees.⁵

1. A \$22.50 annual donation to the Defence Bank Foundation applies and will be charged upon and each year the card is held.
2. Applies to Defence Bank Personal, Car and Debt Consolidation Loans.
3. Preferential rate does not apply to Defence Bank Retirement Savings Account Term Deposits or Term Deposit Premium Certificates. Preferential rate is applicable to Term Deposits taken out after the Ultimate Package is in place.
4. Must be applied for via Defence Bank; only one discount applies per policy. Discount is not available on 'Fundamentals' Home Insurance, Barrack Room Contents Insurance and the public liability portion of Landlords Insurance. Discount is subject to member request on all other existing policies at renewal after the Ultimate Package is in place. Insurance issued by Insurance Australia Limited ABN 11 000 016 772 AFSL 227681 trading as CGU Insurance. In arranging this insurance Defence Bank Limited (Defence Bank), acts under its own AFSL and under an agreement with the insurer. Defence Bank receives commission when selling CGU insurance products.
5. 100% Home Loan Offset is only available on variable interest rate Ultimate Home Loans.

Please refer to Defence Bank's Financial Services Guide (FSG) for details of these commissions. The relevant Product Disclosure Statement (PDS) should be referred to when making a decision to acquire any insurance product. The FSG and relevant PDS are available by calling 1800 033 139 or visiting defencebank.com.au any Defence Bank Branch. The information contained in this document is general advice only as it has not taken into account your financial situation, objectives or needs.