

Home Package Plus

Terms and Conditions

Effective Date: 19 April 2024



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References to "Suncorp Bank" or "Bank" in this guide means Suncorp-Metway Ltd ABN 66 010 831 722 AFSL No 229882 Australian Credit Licence 229882.

1. About these terms and conditions

These terms and conditions apply when you request the Home Package Plus and we agree to include your products in this Package.

These terms and conditions are in addition to the terms and conditions that apply to any product or service you include in your Package.

Before you apply for this Package you should read the Personal Deposit Accounts Product Information Document, any credit contract and other documents we give you containing particular terms and conditions.

We can change these terms and conditions and change or withdraw any Product Offer at any time. We will give you notice of changes as required by law.

You accept these terms and conditions by requesting to open a Package or when you receive a Package benefit (whichever first occurs).

2. Definitions

In these terms and conditions, the following words mean:

Package – means the Home Package Plus.

Package Fee – means the Home Package Plus Annual Fee.

Eligible Home Loans – means one or more of the following Suncorp Bank loans eligible for inclusion in the package.

- Standard Variable Rate Home Loans
- Fixed Rate Home Loans, where borrowings are less than or equal to 90% of security property value.
- Existing Access Equity (Line of Credit) Facility

Eligible Credit Cards – means the type of Suncorp Bank credit cards which are eligible for inclusion in the Package. The current eligible credit cards include the Platinum, Gold or Standard Clear Options Credit Card.

Qualifying Home Loans – means the type of Eligible Home Loans that can qualify for interest rate discounts.

Mandatory Account – means the first eligible Home loan facility established in the Package. Where multiple loans are established as part of a new package, the customer can request which Eligible Home Loan is the Mandatory Account.

Product Offer – means the product offers referred to in the product offer information table following (or as amended by the Bank from time to time).

You – means each person who holds a Suncorp Bank Everyday Options account and agrees to these terms and conditions. If more than one of you hold the account, “you” includes a reference to each of you singularly and as a group.

3. Eligibility for Home Package Plus

To be eligible for Home Package Plus benefits you need to:

- pay an annual Package Fee;
- hold a Suncorp Bank Everyday Options account;
- hold an Eligible Home Loan;
- be a personal customer or a non-corporate trustee of a family trust (not available for businesses or companies);
- not be in default under any loan contract or Credit Card contract; and
- have a total customer exposure or approved credit limit of \$150,000 or more.

4. General conditions for the Home Package Plus

Can joint applicants apply?

Yes, provided that the Package Everyday Options account is held jointly by all applicants wishing to participate in the Package.

All other products in the Product Offer information table can be held by any one of the Package Everyday Options account holders, solely.

You cannot add products which you hold jointly with third parties. Where the Package is held by a Trustee, you cannot add products held by beneficiaries.

You can have up to a maximum of four Eligible Credit Cards in a Package, however only one Eligible Credit Card is permitted to be held by each Everyday Options joint account holder.

Package Fee

A Package Fee of \$375 is payable when Suncorp Bank has activated your Home Package Plus.

The Package Fee is then charged annually to your Mandatory Account on each anniversary of the initial Package Fee charge date.

If you cancel your participation in the Package, the standard fees and charges applicable to the respective Products will apply from the following month.

Suncorp Bank can change the Package Fee on giving you the required notice.

Can you add existing products you hold to a Package?

Yes. You can add any existing product you hold that is listed in the Product Offer information table to a Package.

Before you can add an Eligible Home Loan or Eligible Credit Card to the Package, a Variation Request is required.

Where a product is added to the Package, the relevant Product Offer will apply to that product from the date of inclusion in the Package.

Any interest or fees that have already been charged to a product prior to the date of inclusion in the Package will not be refunded.

Can you add new products to an existing Package?

Yes. New products can be added to your existing Package (after approval of your application for the new product) at any time that you hold the Package.

The issuer of the products eligibility criteria apply and each application must meet the approval guidelines for that particular product to qualify for the relevant Package Product Offers.

Cancellation of the Package

You can remain in the Package for so long as you continue to hold the Everyday Options account and an Eligible Home Loan and pay the Package Fee.

The Package Fee is payable to your Mandatory Account and will continue to apply and be charged until you advise Suncorp Bank that you want to cancel your participation in the Package.

You can cancel your participation in the Package by advising Suncorp Bank in writing (a Variation Request Form to cancel your Package is available on request). Once you cancel your Package, all relevant Package benefits specified in the Product Offer information table will cease to apply and the standard terms and conditions of each product including fees and charges will apply.

You can remove individual products from the Package at any time. If you wish to remove a Eligible Home Loan or Eligible Credit Card from the Package, all borrowers or credit card holders will be required to sign a Variation Request Form.

5. Suncorp Bank can modify, withdraw or terminate the Package

Suncorp Bank may withdraw the concessions and benefits that apply under your Package immediately, without notice to you, if your Everyday Options account or Mandatory Account is closed or if you fail to pay the Package Fee when it is due or you vary your Eligible Home Loan to a product which is not listed as an Eligible Home Loan.

Suncorp Bank can withdraw the Package concessions and benefits that apply to loans or credit cards after 30 days notice in writing if an Event of Default as specified in your credit contract occurs.

Suncorp Bank may change the terms and conditions of the Package from time to time for any of the reasons listed in the change provision in the terms and conditions that apply to your facilities. Suncorp Bank may withdraw or change the Product Offers. You will be provided with the following notice of such changes.

If Suncorp Bank believes a change will be unfavourable to you or introduces a new fee, premium or charge.	Suncorp Bank will notify you in writing at least 30 days prior to the change.
If Suncorp Bank makes any other change to the amount of fees or a change in the frequency or time for payment of fees.	Suncorp Bank will inform you by notice in a newspaper circulating throughout the State no later than 30 days prior to the day on which the change takes place.
If Suncorp Bank makes general changes that reduce your obligations or changes that are favourable to you.	Suncorp Bank will notify you by advertising in the newspaper circulating throughout the State no later than one calendar day prior to the change taking effect.

These obligations are in addition to obligations that may apply under the terms and conditions of your facilities.

6. Product Offers

The Product Offers set out in the table are currently available for this Package. All products are available to approved applicants only. The Product Offers are not available in conjunction with other special offers, discounts, concessions or promotions.

Product Offers are correct at the time of publication of this guide and are subject to change without notice. Any Product Offer can be withdrawn at any time without notice unless required by law.

Product	Benefit
Eligible Home Loans	Pay no Monthly Account Keeping Fee Pay no Establishment Fee Pay no Renegotiation Fee* Pay no Mortgage Offset Fee (Standard Variable Home Loans only) Unlimited fee free Suncorp Bank transactions per month (Access Equity / Line of Credit facility only)
Qualifying Home Loans - Interest rate discount	Go to suncorp.com.au/banking for current Interest Rate discounts; or visit your local branch for a copy of a Home Lending Interest Rate Guide
Eligible Credit Cards:	Pay no Annual Card Fee (maximum of 4 cards)

* An Early Payment Interest Adjustment may apply if a renegotiation occurs on a Fixed Rate Home Loan

Note: The relevant standard charges will be debited to each account but Suncorp Bank will contribute the amount of the standard charge to each account resulting in a net fee of nil.

7. Specific Conditions for Product Offers

Everyday Options Account - Home Loan Offset facilities

To activate the 100% Home Loan Offset facility against a Standard Variable Home Loan, the account holder of the Everyday Options account and linked sub-accounts must also be a borrower on the linked Standard Variable Home Loan.

The Everyday Options accounts cannot be held jointly with a third party who is not a borrower on the loan.

You will not be paid interest on balances in your Everyday Options account and linked sub-account/s whilst they are operating as an Offset facility. Any balances in your Everyday Options account and linked sub-account/s that are subject to a flexiRate cannot operate as part of an Offset facility.

Refer to the Personal Deposit Product Information Document for further information.

Suncorp Clear Options/Eligible Credit Cards

National Australia Bank Limited (ABN 12 004 044 937, AFSL and Australian Credit Licence 230686) ("NAB") is the credit provider and issuer of Suncorp Clear Options Credit Cards. Suncorp-Metway Ltd ABN 66 010 831 722 ("Suncorp Bank") promotes and distributes Suncorp Clear Options Credit Cards on NAB's behalf under an agreement with NAB. NAB has acquired the business relating to this credit from Citigroup Pty Ltd (ABN 88 004 325 080, AFSL and Australian Credit Licence 238098) ("Citi") and has appointed Citi to assist to administer the Credit Cards. Suncorp Bank will not guarantee or otherwise support NAB's obligations under the contracts or agreements connected with the Credit Cards (other than those relating to Suncorp Internet Banking and Suncorp Telephone Banking).

Suncorp Clear Options Credit Card Product Offer applies to personal Platinum, Gold or Standard Suncorp Clear Options Credit Cards only. The Suncorp Clear Options Credit Card is issued to approved applicants only. Up to four (4) Suncorp Clear Options Credit Cards can be included in a Package, (1) one per borrower.

Important things you need to know:

1. Home Loans are issued by Suncorp-Metway Ltd ABN 66 010 831 722 ("Suncorp Bank") Australian Credit Licence 229882. All Home Loans are available to approved applicants only. Terms and conditions apply and are available on request. Fees and charges apply.
2. Various products and services are provided and issued by different entities in the Suncorp Group. Suncorp Bank and other entities in the Suncorp Group are not responsible or liable for, and do not guarantee the products and services provided by other entities of the Suncorp Group.
 - Banking products (except credit cards) are issued by Suncorp Bank.
3. Please read any applicable Product Disclosure Statement/Product Information Document before making any decisions about a product. Contact Suncorp Bank for a copy on 13 11 55 or call into a local Branch.
4. This brochure is only intended as a general guide. Any advice contained in this brochure has been prepared without taking into account your particular objectives, financial situation, or needs. For this reason, before acting, you should consider the appropriateness of this advice having regard to your own objectives, financial situation, and needs.
5. All rates, discounts, margins and fees and charges are subject to change.

How to contact us with a complaint

Let us know

If you experience a problem, are not satisfied with our products or services or a decision we have made, let us know so that we can help.

Contact us:

By phone: 13 11 55

Complaints can usually be resolved on the spot or within 5 business days.

Review by our Customer Relations Team

If we are not able to resolve your complaint or you would prefer not to contact the people who provided your initial service, our Customer Relations team can assist:

By phone: 1800 689 762

By email: customer.relations@suncorp.com.au

By Fax: 1300 767 337

In writing: Reply Paid 1453
Suncorp Bank Customer Relations (4RE058)
GPO Box 1453 BRISBANE QLD 4001

Customer Relations will contact you if they require additional information or if they have reached a decision.

When responding to your complaint you will be informed of the progress and the timeframe for responding to your complaint.

Seek review by an external service

We expect our procedures will deal fairly and promptly with your complaint. However, if you remain dissatisfied, you may be able to access the services of the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers. Any determination AFCA makes is binding on us, provided you also accept the determination. You do not have to accept their determination and you have the option of seeking remedies elsewhere.

AFCA has authority to hear certain complaints. Time limits may also apply, you are generally required to lodge a complaint with AFCA within two years of our final response to your complaint. Contact AFCA to confirm if they can assist you.

You can contact AFCA:

Online: www.afca.org.au

By email: info@afca.org.au

By phone: 1800 931 678

In writing: Australian Financial Complaints Authority,
GPO Box 3, Melbourne VIC 3001

How to contact us



Call
13 11 55



Online
[suncorp.com.au/
banking](https://suncorp.com.au/banking)



*Local
Branch*