

QuickSuper Referral Commonwealth Superannuation Corporation.

Product Disclosure Statement.

Issued by Westpac Banking Corporation ABN 33 007 457 141
Australian Financial Services Licence Number: 233714

4 August 2020



Important Information.

This is an information document. Its purpose is to provide you with enough information to allow you to make an informed decision about the suitability of Westpac's QuickSuper product for your needs. It is also a tool for comparing the features of other products you may be considering. If you have any questions about this product, please contact us on any of the numbers listed at the end of this document.

If you decide to use Westpac's QuickSuper product, you should keep a copy of this Product Disclosure Statement and any associated documentation, including the terms and conditions you are asked to accept electronically before using the QuickSuper Referral facility and any contract or arrangement you may have with the relevant superannuation Fund. You should also promptly tell us if at any time you experience financial difficulties.

This document is issued by Westpac Banking Corporation and is current as at 4 August 2020. The information in it is subject to change. Because this document forms part of the contract between you and us, its terms are legally binding on you in your dealings with us. Westpac will provide updated information by notifying you in writing, advertising changes in a national or local newspaper or by posting the information on our website. You can get a paper copy of any updated information without charge by calling us.

This document is intended for distribution in Australia only. Distribution of it in jurisdictions outside Australia may be restricted by law and persons who come into possession of it who are not in Australia should seek advice. If you are in Australia and have received it electronically, we will give you a paper copy on request, without charge. To obtain a copy, refer to the contact details listed on the back page of this document.

The information set out in this document is general in nature. It has been prepared without taking into account your objectives, financial situation or needs. Because of this you should, before acting on this information, consider its appropriateness having regard to your objectives, financial situation and needs. By providing this document, Westpac does not intend to provide financial advice or any financial recommendation. You should read and consider this document in its entirety carefully and seek independent expert advice before making a decision about whether or not this product is suitable for you.

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Terms we use in this document.

In this PDS the following words have the following meanings:

AML Requirements means the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006* and corresponding regulations and rules together with all guidance notes, rulings and other publications issued from time to time by the Australian Transaction Reports and Analysis Centre (Austrac) and any AML/CTF program adopted from time to time by Westpac in accordance with these.

Business Day means any day other than a Saturday, Sunday or public holiday on which Westpac is open for the type of business described in this PDS in the place at which the service is required to be made available.

Change in External Costs means the introduction of or an increase in Westpac's external costs directly relevant to the delivery of services under the QuickSuper Employer Service Agreement. Westpac's external costs include (for example) interest rates, interchange fees, external service provider's costs and industry scheme provider costs.

Change in Law means the introduction of, or a change in, any law, official directive, code of conduct, guideline, ruling or request or a change in its interpretation or application. If it does not have the force of law, it must be one with which responsible banks or financial institutions would comply. Without limitation, it includes any of these circumstances which relates to capital adequacy, special deposit, liquidity, reserve, prime assets, prudential requirements, interchange fees, customer identification, transaction reporting, anti-money laundering or counter-terrorism requirements, any goods and services tax or similar tax (but only to the extent it directly affects anything used in relation to the services under the QuickSuper Employer Service Agreement), or any other tax (except a tax on overall net income).

Choice Contributions are those superannuation contributions made to a Superannuation Fund other than Funds which are managed and administered by CSC.

CSC means Commonwealth Supernannuation Corporation (ABN 48 882 817 243).

Cut Off Time means the time agreed between Westpac and you in the QuickSuper Employer Service Agreement with Westpac.

Debit means a specified transaction where an amount is, or is to be, debited from your Nominated Account.

DDR means a Direct Debit Request.

Default Contributions are those superannuation contributions made to Funds which are managed and administered by CSC.

Direct Debit Request means a request in a form approved by Westpac signed by you authorising Westpac to process Debits.

Fee Schedule means the schedule of fees set out in Schedule 1 to this document.

Financial Institution means the financial institution where you hold your Nominated Account.

Fund means a superannuation fund that is the recipient of contributions remitted by you through your use of the QuickSuper Referral facility.

Goods and Services Tax (GST) and GST Law have the meanings given to those terms in *A New Tax System (Goods and Services Tax) Act 1999*, as amended from time to time.

Nominated Account means the account from which Westpac is authorised to debit payments under the QuickSuper Employer Service Agreement.

Payment File means an electronic data file transmitted or to be transmitted by you or your nominee to Westpac containing instructions for multiple payments. Payment files can be either generated externally to QuickSuper and uploaded into QuickSuper, or created within QuickSuper using the manual contribution entry screens.

PDS means this Product Disclosure Statement.

QuickSuper Employer Service Agreement means the "Agency Accession Deed" and associated "Contract for the Provision of Services for the Processing of Superannuation Transactions and Related Services Amending Agreement (No. 1/2019)" each as amended from time to time, between you and Westpac by which Westpac agrees to process amounts to be credited to nominated Funds. The QuickSuper Employer Service Agreement is accepted by you before using the QuickSuper Referral facility.

QuickSuper Referral facility means the facility described in this PDS under the heading "Overview of the facility".

Related Bodies Corporate has the meaning given to that expression in the *Corporations Act 2001* (Cth).

SuperStream means the Australian federal government requirements by which employers must submit contribution data and payments electronically as prescribed by the Superannuation Data and Payment Standards 2012.

Tax Invoice has the meaning given by the GST Law.

Westpac means Westpac Banking Corporation (ABN 33 007 457 141).

Westpac Group means Westpac Banking Corporation and its Related Bodies corporate.

Terms and Conditions.

Use of the QuickSuper Referral facility by you is governed by the terms and conditions set out in this PDS, the QuickSuper Employer Service Agreement and any contract or arrangement you may have with CSC.

Use of the Direct Debit Request service (where you have been approved by Westpac to effect payment by way of DDR) by you is governed by the terms and conditions set out in the Direct Debit Request service agreement and in the DDR, both of which are available on the QuickSuper portal.

QuickSuper Referral at a Glance.

	Summary.
Issuer.	Westpac Banking Corporation (Westpac, we or us).
Description.	The QuickSuper Referral facility is a facility whereby CSC requests that Westpac allows you to use QuickSuper to make Choice Contributions and Default Contributions on the basis that CSC agrees to pay Westpac for your use of QuickSuper, unless CSC at any time requires you to pay Westpac's transaction fee for outbound Choice Contributions. As part of these arrangements you will enter into the QuickSuper Employer Service Agreement and you may also enter into a separate contract or arrangement with CSC.
Fees and Charges.	<p>You are responsible for paying:</p> <ul style="list-style-type: none"> • any fees and charges imposed on you by CSC under your arrangements with CSC; and • any fees and charges imposed on you by any Fund in relation to your arrangements with the Fund; and • any fees and charges imposed on you by your Financial Institution; and • Westpac's transaction fees for outbound Choice Contributions if CSC at any time requires you to pay these fees as set out in the Fee Schedule. • any other fees set out in the Fee Schedule <p>The Fee Schedule sets out the fees and charges that we may charge in relation to this facility. You may also obtain a copy of the Fee Schedule from Westpac at no charge. Information on current standard fees and charges is available on request.</p> <p>CSC may, at its discretion, elect not to pay Westpac's transaction fee for outbound Choice Contributions made using QuickSuper, in which case you will be responsible for paying this fee. Other than where CSC has elected not to pay for Westpac's transaction fee for outbound Choice Contributions, as at the date of this PDS no fees or charges are payable by you to Westpac in relation to the QuickSuper Referral facility whilst CSC pays Westpac for your use of the QuickSuper Referral facility. If we introduce a new fee or charge which is payable by you in relation to this facility we will give you at least 30 days' notice, as described on page 8. If we do introduce any fees or charges, Information on current standard fees and charges and any interest rates is available on request.</p> <p>However, if CSC ceases to pay for your use of the QuickSuper Referral facility and you continue to use the service after this time, Westpac may charge you for the further QuickSuper services provided to you at the standard Westpac fee rates prescribed by Westpac.</p>
Key benefits.	<ul style="list-style-type: none"> • Increased efficiency in processing payments. • Meets SuperStream compliance requirements. • Payments can be made to multiple Funds. • Many existing costs (such as cheque issuance, cheque reconciliation, printing and postage) are eliminated. • QuickSuper operates in a secure electronic environment.
Key risks.	<ul style="list-style-type: none"> • You are responsible for meeting any obligations imposed by CSC or any other Fund with which you have made arrangements. • Where CSC has elected not to pay Westpac for your outbound Choice Contributions, you are responsible for paying Westpac for the transaction fees relating to those contributions. If you do not pay these fees, your contributions will not be processed. • Westpac may suspend or terminate your access at its discretion. • You are responsible for the accuracy of the information you or your nominee provide to Westpac, as described on page 7, and for providing that information in the correct format and error-free. Failure to do so may mean payments are not processed correctly or on time. • Where a Debit is returned unpaid, the relevant payment to the Fund may not be made.

Overview of the Facility.

This PDS relates to the offer by Westpac of a facility under which you can make non cash payments to third parties using Westpac's QuickSuper product. You instruct Westpac to make payments on your behalf through a Payment File. The Payment File will specify the Funds to be paid. This facility is called **QuickSuper Referral**.

This PDS relates to your use of QuickSuper under arrangements whereby CSC requests that Westpac allows you to use QuickSuper to make both Choice Contributions and Default Contributions on the basis that CSC agrees to pay Westpac for your use of QuickSuper, unless CSC at any time requires you to pay Westpac's transaction fees for outbound Choice Contributions. As part of these arrangements you will enter into a contract with Westpac governing your use of QuickSuper and you may also enter into a separate contract or arrangement with CSC.

Where you have been approved by Westpac to effect payment by way of DDR, you must authorise Westpac, through your agreement with Westpac and any associated DDR, to debit your Nominated Account with your Financial Institution. The timing of the Debits, and the amount or amounts to be debited, will be in accordance with instructions Westpac receives from you. The relevant contributions debited will then be paid to your nominated Funds.

How QuickSuper Referral Works.

You or your nominee acting on your behalf will prepare a Payment File of all the payments to be made and attach information needed by the Fund to reconcile the relevant payment(s). The Payment File is transmitted to Westpac's QuickSuper system by you or by your nominee. On the same Business Day the Payment File is received (but subject to the Payment File being received by the Cut Off Time on the relevant Business Day), Westpac will process a Debit from your Nominated Account in the amount of the total bulk value to be paid by you to the relevant Funds.

You must authorise Westpac to Debit your Nominated Account with the total amount of your payments. You should ensure that there are sufficient funds in your Nominated Account to meet the Debit. Payment in this manner will only be enabled in QuickSuper at Westpac's absolute discretion and where you have been identified in accordance with the AML Requirements.

Westpac then effects payments to the Funds and sorts the information supplied with each payment (member name, member number, contribution type, date of birth) and delivers it to the Fund so they can effect reconciliation. Payment to the relevant Funds will occur on the same Business Day as Westpac processes the Debit from your Nominated Account.

You may appoint a third party nominee to act on your behalf to prepare and submit Payment Files to Westpac, and carry out other actions on your behalf with respect to QuickSuper Referral. Westpac is authorised to accept and act upon all instructions and requests of such nominees. You will remain at all times responsible for the acts and omissions of any nominee in accordance with the terms of the QuickSuper Employer Service Agreement.

If CSC elects at any time to have you pay Westpac's transactional fee in relation to outbound Choice Contributions, you will be required to include the amount of the fee in your contribution payment. In these circumstances, Westpac is authorised to debit the Nominated Account to recover the transaction fee in relation to outbound Choice Contributions.

If the total payment amount is less than the combined total of the contributions and fees, the contributions will not be processed and the payment will be returned to your Nominated Account within three Business Days.

In the event that CSC makes an election to have you rather than CSC pay Westpac's transactional fee in relation to outbound Choice Contributions, you will receive notification on the QuickSuper website:

- (a) on the first occasion you access the QuickSuper website following CSC making that election, in which case you will be required to acknowledge the notification in order to continue using QuickSuper; and
- (b) each time you submit contributions for processing, in which case the notification will include the relevant Choice Contribution transaction fee plus GST which will be payable by you at the time the Payment File is lodged for processing.

If you agree to meet the transaction fee and to progress with lodgement of the Payment File on that basis, you must indicate your acceptance where required in the on-screen notification before the Payment File will be processed by Westpac. If a superannuation contribution is refunded for any reason, Westpac's associated Choice Contribution transaction fee will not be refunded to you.

Benefits.

(a) Increased efficiency.

Saves on the time taken to prepare and deliver payments and associated information to Funds, as no more mailing, faxing or e-mailing member data separately to each Fund is required. You only need to make a single payment and single data submission, and QuickSuper will securely transmit all contribution data and facilitate matching payments to each Fund.

(b) SuperStream compliance.

Under SuperStream, employers must make superannuation contributions electronically in a format prescribed by the Australian Taxation Office (ATO) in the Superannuation Data and Payment Standards 2012. Because QuickSuper transfers payments and data to Funds in a SuperStream compliant manner, using QuickSuper is a convenient way to meet your SuperStream obligations.

(c) Multiple Funds.

Payments can be made to any Fund account at any bank, building society or credit union. QuickSuper maintains an up-to-date master database of all APRA-regulated superannuation Funds which are available for employers to use in QuickSuper. If we don't have a Fund on our master database (including Funds who are self-managed superannuation funds) it can be added at your instruction to the QuickSuper portal.

(d) Reduced Costs.

QuickSuper will enable you to eliminate many of your existing costs (including cheques, cheque reconciliation, envelopes, printing and postage) associated with making payments to many Funds and should also reduce banking and office administration charges.

(e) Security and Control.

- Westpac will only process a Debit when we receive a Payment File from you.
- QuickSuper is operated via Westpac's secure electronic banking network. Security features include data encryption, file compression, block validation of transmitted data, and audit trail reporting.

Risks.

(a) Suspension or Termination by Westpac.

Westpac is also entitled to suspend and/or terminate your use of QuickSuper in its absolute discretion. This may include where Westpac identifies fraudulent transactions being conducted by you. It also includes where you have not been identified in accordance with the AML Requirements.

Westpac may also suspend your access to the service where, for example, scheduled maintenance or technical problems with the QuickSuper service arise.

Under no circumstances will Westpac be liable to you or any third parties for any loss or damage suffered by you if your access to the QuickSuper service is suspended or terminated by Westpac.

(b) Information you give us.

You are responsible for:

- providing payment details to us in the required format of Payment Files (which Westpac may change at any time);
- the accuracy and correctness of the information you provide to us. Westpac is not responsible for the security of information you give any Fund or permit any Fund to access through your use of QuickSuper; and
- ensuring information sent to Westpac by a nominee acting on your behalf is accurate and complete.

(c) Errors.

If a Payment File transmitted by you or your nominee contains technical errors that prevent Westpac from accessing or processing the Payment File, Westpac will notify you within a reasonable period of time that the Payment File has been rejected. For the file to be processed, you will need to correct the errors and re-transmit the Payment File to Westpac for processing. Unless you do so, Westpac has no obligation to process the Payment File.

(d) Delays.

Westpac only processes the Payment Files it receives from you prior to the Cut Off Time on each Business Day. You are responsible for ensuring that you transmit a Payment File before the Cut Off Time on any given Business Day.

There may be delays in processing payments to the Funds where:

- you do not give us the Payment File in the correct format or within the timeframe required by us;
- The Payment File is sent to us either on a day which is not a Business Day or after the Cut Off Time on a Business Day;
- the Payment File contains errors;
- a Debit is dishonoured or returned.

(e) Dishonoured Items.

If any Debit is returned unpaid, the relevant payments to the Funds may not be made. If payment has already been made to the relevant Funds, the amount will be recoverable by Westpac from you. You agree to indemnify Westpac in respect of losses incurred in connection with making payments to relevant Funds prior to receiving cleared funds from you. Westpac will notify you when any Debit is returned unpaid.

(f) Where CSC elects not to pay for outbound Choice Contributions.

CSC may elect at any time in its absolute discretion to cease paying Westpac's fees in relation to your outbound Choice Contributions. Where CSC has elected not to pay Westpac for your outbound Choice Contributions, you are responsible for paying Westpac for the transaction fees relating to those contributions. If you do not pay these fees, your contributions will not be processed.

Stopping of Transmitted Payment Files.

You can request cancellation of a Payment File yourself by clicking "Delete File" on the QuickSuper portal and following the prompts to remove the file provided you do so before the funds have been released to the Fund.

Westpac will use reasonable endeavours to stop processing of a Payment File if that request is received by Westpac prior to the Cut Off Time. However, if Westpac does not stop the processing it has no liability to you.

Advertising and Promotional Materials.

You must not use any material advertising or promoting the QuickSuper Referral facility (for example brochures distributed to staff, text in staff magazines or bulletins or on your company intranet) unless that material has been approved by Westpac.

Fees and Charges.

The Fee Schedule sets out the fees and charges that we may charge in relation to this facility, including those fees applicable in the event that CSC at any time elects not to pay for your use of the QuickSuper Referral Facility and you continue to use the service after that time. Westpac may at any time review these fees and charges or introduce a new fee or charge. Westpac may do this by giving written notice via the QuickSuper website of the new or varied fee or charge at least 30 days prior to the day on which the new or varied fee or charge takes effect.

Notwithstanding anything in the previous paragraph, where Westpac determines (acting reasonably) that a Change in Law or a Change in External Costs which is outside of Westpac's control has the effect of increasing Westpac's costs of providing the services under QuickSuper, then Westpac may vary the fees and charges payable upon 30 days written notice via the QuickSuper website (setting out the nature of the increase and the fees and charges affected). A variation will be effective from the date specified in the notice.

You are responsible for paying:

- any fees and charges set out in the Fee Schedule;
- any fees and charges imposed on you by CSC under your arrangements with CSC; and
- any fees and charges imposed on you by any Fund in relation to your arrangements with the Fund; and
- any fees and charges imposed on you by your Financial Institution; and
- Westpac's transaction fees for outbound Choice Contributions as set out in the Fee Schedule if CSC at any time requires you to pay these fees.

CSC may, at its discretion, elect not to pay for your outbound Choice Contributions made using QuickSuper, in which case you will be responsible for paying Westpac's fees in relation to Choice Contributions. Other than where CSC has elected not to pay for your outbound Choice Contributions, as at the date of this PDS no fees or charges are payable by you to Westpac in relation to the QuickSuper Referral facility whilst CSC pays Westpac for your use of the QuickSuper Referral facility. If we introduce a new fee or charge which is payable by you in relation to this facility we will give you at

least 30 days' notice. If we do introduce any fees or charges, information on current standard fees and charges and any interest rates is available on request.

However, if CSC ceases to pay for your use of the QuickSuper Referral facility and you continue to use the service after this time, Westpac may charge you for the further QuickSuper services provided to you at the standard Westpac fee rates prescribed by Westpac.

Westpac will make available on a monthly basis a billing statement in the form of a Tax Invoice itemising all fees, charges, taxes and expenses payable by you for the previous month.

Goods and Services Tax.

Unless stated differently in any fee schedule, the amounts payable to Westpac in connection with your use of QuickSuper do not include any goods and services tax or similar tax by whatever name called ("GST").

To the extent that anything done or to be done under or in connection with the provision of QuickSuper to you by Westpac constitutes a taxable supply for the purposes of any GST legislation, the amounts payable or to be provided in relation to that supply will automatically increase to include an additional amount on account of GST, such amount will be calculated by multiplying the value of the amount payable or to be provided by you for the relevant taxable supply by the prevailing GST rate. Any additional amount paid or payable on account of GST shall be calculated and shall be payable by you without any deduction or set-off of any amount payable by Westpac to you.

If, after a supply is made in connection with QuickSuper, it is determined on reasonable grounds that the amount of any GST paid or payable by Westpac to the Commissioner of Taxation on that supply differs for any reason from the amount of GST recovered from you the amount of GST recovered or recoverable from you shall be adjusted by Westpac repaying to you the amount of the overpayment or by you paying to Westpac the amount of the underpayment, as the case may be.

Availability of Information.

General descriptive information about Westpac's banking services is contained in this PDS and includes information about the following:

- Westpac's obligations regarding the confidentiality of your information.
- Complaint handling procedures.
- A recommendation that you read the terms and conditions applying to the relevant banking service.

The Banking Code of Practice.

Westpac has adopted the Banking Code of Practice 2020 (Banking Code). The Banking Code sets out the standards of practice and service for Australian banks to follow when dealing with certain customers.

If we provide you with a 'banking service' and you are an 'individual' or a 'small business' (each term as defined in the Banking Code), the relevant provisions of the Banking Code will apply to the banking service described in this PDS.

You can obtain a copy of the Banking Code from Westpac's website or any of our branches. Please let us know if you would like to discuss whether or not the Banking Code will apply to you. Our contact details are set out on page 12.

Westpac recommends that its customers:

- inform Westpac promptly if they are in financial difficulty; and
- carefully read the terms and conditions applying to each banking service including those referred to in this PDS.

The ePayments Code.

The ePayments Code governs certain electronic payments to or from your account where you are an individual. We will actively comply with this code where it applies.

How to Get Additional Assistance.

If you would like additional explanation of this PDS, have a question or a problem, you can contact Westpac by calling 1800 800 388, 24 hours, 7 days a week from anywhere in Australia.

If You Have a Problem or Dispute.

Getting your complaint heard.

Sometimes you may want to talk about problems you are having with us. Fixing these problems is very important to us. We've put in place ways of dealing with your issues quickly and fairly.

Please talk to us first.

We aim to resolve your complaint at your first point of contact with us.

You can contact us 24 hours a day, 7 days a week from anywhere in Australia, by:

Telephone: 1300 130 467

E-mail: Go to our website, westpac.com.au and click on "Contact Us".

Fax: (02) 8253 3707

Mail: GPO Box 5265, Sydney NSW 2001.

If you are not satisfied with our response, you may be able to lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA's contact details are:

Online: www.afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678 (free call)

Mail: Australian Financial Complaints Authority GPO Box 3 Melbourne VIC 3001

Privacy Notice.

The privacy of individuals is important to us, and so is being transparent about how we collect, use, and share personal data. **"personal data"** means any information relating to an individual where that individual is either identified or identifiable.

This Privacy Notice is intended to help you understand our processing of personal data (which includes collection, use, sharing, storage and other operations we perform in relation to personal data).

Where you provide personal data about other individuals, you must tell those individuals that you have supplied their information to us and make them aware of the content of this Privacy Notice.

What type of personal data do we collect and hold?

We collect the following types of personal data:

- Name
- Date of Birth
- Telephone Number
- Address Details (residential, mailing and email)
- Occupation
- Wage/salary details
- Employment status and other employment details
- Employee/Payroll ID
- Westpac customer number
- Employer Details
- Tax File Number
- Bank Account Details
- Gender
- Signature
- Superannuation fund membership and contribution details

How do we collect personal data?

We may collect personal data directly from you or indirectly, in certain circumstances we may collect personal data from third parties (e.g. other Westpac Group companies or from publicly available sources).

We collect personal data directly from you when we process your application, provide you with and manage your product or service.

Why is personal data being collected?

This section sets out the purposes for which we collect personal data, and the grounds on which we are authorised to collect it.

In the event that we intend to use personal data for any other purpose, we will provide you with information on the new purpose or provide you with an updated Privacy Notice before using personal data in this way.

We collect personal information in order to provide products and services that you have requested from us.

Who do we share personal data with?

We may share personal data with companies within the Westpac Group. We may also provide personal data to organisations outside the Westpac Group (some of which are located outside of Australia or the European Economic Area (EEA)).

When we contract with our service providers and other third parties, we require that they comply with the applicable privacy laws, including the General Data Protection Regulation “**GDPR**” as well as applicable Westpac Group standards, policies and procedures, in order to protect personal data. We also require that third parties only use the personal data provided to them in order to perform the tasks in their contract.

How do we secure personal data?

We use a range of physical, electronic and other security measures to protect the security, confidentiality and integrity of the personal data we hold. For example:

- access to our information systems is controlled through identity and access management controls;
- employees and our contracted service providers are bound by internal information security policies and are required to keep information secure;
- all employees are required to complete training about information security; and
- we regularly monitor and review our compliance with internal policies and industry best practice.

Unfortunately, no data transmission over the Internet or data storage system can be guaranteed to be 100% secure. If you have reason to believe that your interaction with us is no longer secure (for example, if you feel that the security of any account you have with us has been compromised), please immediately contact us (please refer to the **How to contact us** section later in this document).

Where do we store personal data?

We store your personal data in Australia.

How long do we keep personal data?

We retain personal data until such time as the purpose of processing has been achieved or for any period of time specified by applicable law, whichever is the greater. If we no longer need to use personal data for the purposes set out in this Privacy Notice, we will take reasonable steps to destroy or de-identify the personal data.

What are your rights?

Our Privacy Policy and the EU Data Protection Policy covers:

- how you can request access to or correct the personal data we hold;
- how you can make a complaint where you have concerns about our handling of personal data (including where you believe there has been a breach of the local Privacy Law), and how we will deal with your complaint.

If you are not satisfied about how we are processing personal data, or you would like to make a complaint, please contact us (see the **How to contact us** section below).

We will acknowledge your complaint as soon as possible after receipt of your complaint. We will let you know if we need any further information from you to resolve your complaint.

We aim to resolve complaints as quickly as possible. We strive to resolve complaints within five (5) business days but some complaints may take longer to resolve. If your complaint is taking longer, we will let you know what is happening and a date by which you can reasonably expect a response.

How to contact us?

If you are not satisfied with how we may handle personal information, or you would like to make a complaint you can contact:

- in Australia, our Privacy Officer by calling 1300 130 467, using the [Feedback Form](#) or writing to us at Reply Paid 5265, Sydney NSW 2001.
- in the United Kingdom, our Data Protection Officer by, calling + 44 (0) 20 7621 7000, or writing to us at Westpac Banking Corporation, Camomile Court, 23 Camomile Street, London EC3A 7LL.

Further information.

For more details about how we handle personal data and complaints or how you may exercise your rights, please see our [Privacy Policy](#) and [EU Data Protection Policy](#) (as applicable). You can view or download a copy of these policies by visiting westpac.com.au/privacy/full-privacy-policy or requesting a printed copy in a Westpac branch or by contacting us using the details in the **How to contact us** section above.

Communication With You.

From time to time, members of the Westpac Group would like to contact you, or send you information regarding other products and services that may be of benefit to you.

While we encourage you to receive this information, if you do not wish to receive this information, please:

- call us on 132 032
- write to us at GPO Box 3433, Sydney, NSW 2001; or
- call in at any Westpac branch.

You do not need to do this if you have already told us you do not wish to receive information of this sort.

Westpac Banking Corporation Contact Details.

Go to our website, [westpac.com.au](https://www.westpac.com.au) and click on “Contact Us”.

Schedule 1.

QuickSuper Referral Fee Schedule.

This is the Fee Schedule referred to in the Product Disclosure Statement for QuickSuper Referral issued by Westpac Banking Corporation ABN 33 007 457 141 Australian Financial Services Licence and Australian credit licence 233714 effective 4 August 2020.

Fee Description	Item Type	Charge Cycle	Price (including GST)
QuickSuper Monthly	QSMONFEE	Monthly	\$0.00
QuickSuper Establishment	QSESTFEE	Once only	\$0.00
QuickSuper Debit/Credit Dishonour	QSONLDIS	Per-dishonour	\$0.00
QuickSuper Fund Return	QSRETURN	Per fund return	\$0.00
QuickSuper Trace Request	QSTRACE	Per trace	\$0.00
QuickSuper Contribution (Direct Debit)	QSTFONLN	Per transaction	\$0.00
QuickSuper Choice Contribution Service Fee*	QSCCSFEE	Per transaction	\$0.165

*Where CSC has elected not to pay Westpac for your outbound Choice Contributions, you are responsible for paying Westpac for the transaction fees relating to those contributions. If you do not pay these fees, your contributions will not be processed.

