

# Guide for Making Osko Payments

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Effective 13 February 2018



## Osko

We subscribe to Osko under the **BPAY** Scheme, allowing all our customers who satisfy the requirements set out in this Guide to make and receive Osko Payments in near real time.

You will be able to make an Osko Payment or Payment Request through Coastline Credit Union Internet Banking, MyCoast App and your local branch.

Any notifications we need to give you about Osko Payments or Payment Requests will be via messages on our Coastline Credit Union Internet Banking.

We will tell you if, for any reason, we are no longer able to offer you Osko. If we are no longer able to offer you Osko, you will not be able to send or receive Osko Payments through us.

Where we are able to do so we will tell you:

- if there are any delays in processing Osko Payments;
- when your Osko Payment is likely to be completed;
- give you the opportunity to cancel

## How to use Osko

You can make Osko Payments from any Coastline Savings Accounts.

Our Coastline Credit Union Limited Account & Access Facility Conditions of Use apply to any Osko Payment that you make.

Transaction limits may apply from time-to-time on the amount of Osko Payments that you can make. These transaction limits are set out under Transaction Limits in our *Schedule of Fees which is available from a branch or our website at [www.coastline.com.au](http://www.coastline.com.au)*.

## PayID

You do not have to have a registered PayID in order to make an Osko Payment.

When you direct an Osko Payment or Payment Request to a PayID connected to a joint account, other account holders may be able to see the

messages and notifications associated with the Payment or Payment Request. Similarly, depending on the settings you choose for your PayID, other account holders on your account may be able to see messages and notifications associated with Payments and Payment Requests addressed to your PayID. You can obtain more information regarding the use of PayIDs by joint accounts on our website at [www.coastline.com.au](http://www.coastline.com.au) or at your local branch.

When initiating a Transaction, you might direct the Transaction to an incorrect account if you get a PayID wrong. To try to avoid this, we will ask you to verify that you have the right PayID. We will do this by presenting you with the associated PayID Name as an additional confirmation of the intended recipient before you submit a Transaction.

Please refer to our Customer Terms for Creating and Using a PayID which is on our website at [www.coastline.com.au](http://www.coastline.com.au) or at your local branch.

## MAKING OSKO PAYMENTS

### How Osko Payments work

Payments processed through Osko will allow funds to be delivered in near real time speed between subscribing financial institutes.

### Payment Directions

You must give us the following information when you send us a Payment Direction:

- recipient's PayID
- recipient's name
- amount
- the account the payment is to come from

**You should ensure that all information you provide in relation to an Osko Payment is correct as we will not be able to cancel an Osko Payment once it has been processed.**

### Mistaken payments

If you have made a mistaken payment, either as to the PayID or the amount, please notify us. We will

follow the procedures for mistaken payments in the ePayments Section of our Account & Access Facility Conditions of Use.

Where we and the sending financial institution determine that an NPP Payment made to your Account is either a Mistaken Payment or a Misdirected Payment, we may, without your consent, and subject to complying with any other applicable Terms and Conditions, deduct from your Account, an amount up to the original amount of the Mistaken Payment or Misdirected Payment. We will notify you if this occurs.

## Security

*We have set out important information about making electronic payments and securing your passcode in our Conditions of Use which is available from a branch or our website at [www.coastline.com.au](http://www.coastline.com.au).*

## Fees and charges

Please see our Fees and Charges, Transaction Limits Brochure for current fees and charges in relation to Osko Payments which are available from your local branch or visit our website at [www.coastline.com.au](http://www.coastline.com.au).

## Complaints about payments

We have a dispute resolution system to deal with any complaints you may have in relation to your Osko payments. Our dispute resolution policy requires us to deal with any complaint efficiently, speedily and sympathetically. If you are not satisfied with the way in which we resolve your complaint, or if we do not respond speedily, you may refer the complaint to our external dispute resolution provider.

If you want to make a complaint, contact our staff at any branch and tell them that you want to make a complaint. Alternatively, lodge your complaint one of the following ways:

- Email the Complaints Contact Person at [feedback@coastline.com.au](mailto:feedback@coastline.com.au)
- Fax the Complaints Contact Person a letter to (02) 6562 8940

- Send the Complaints Contact Person a letter to our postal address; PO Box 3119 West Kempsey NSW 2440
- Visit the Complaints Contact Person at our street address; 64 Elbow Street, West Kempsey NSW 2440

Our staff have a duty to deal with your complaint under our dispute resolution policy. Our staff must also advise you about our complaint handling process and the timetable for handling your complaint. We also have an easy to read guide to our dispute resolution system available to you on request.

We will keep you informed of the progress of all disputes and investigations. However, we may not notify you or keep you informed of certain investigations and disputes where we reasonably determine that doing so will, or is likely to, compromise the integrity of the investigation or Osko more broadly.

## Notifications

We will inform you via internet banking, MyCoast App or SMS Alerts # when:

- we confirm and validate each Payment Direction or Payment Request you give us;
- a Transaction you have initiated:
  - is successfully completed; or
  - fails for any reason; and
- an Osko Payment has been deposited into your account.

You may also, at any time, access a record of all Transactions which you have been involved with via internet banking, by contacting your local branch or your account statement. Transactions details are available for 12 months.

# Registrations for SMS alerts is required and fee applies.



coastline.com.au 1300 361 066

 #Local #EasyBanking

Coastline Credit Union Ltd ABN 88 087 649 910  
AFSL Australian Credit Licence 239175