

SUMMARY CREDIT MANAGEMENT POLICY

Through the development and application of a defined credit management policy and reliable credit management practices Bendigo Bank Telco will be able to:

- maintain an acceptable level of credit risk for our company; and
- help you to manage your expenditure on services

Credit Assessments

Prior to establishing your account, a credit assessment will be undertaken to determine your creditworthiness.

Bendigo Bank Telco will only provide accounts you if you meet our credit approval criteria.

In line with our Standard Form of Agreement Bendigo Bank Telco reserves the right to provide services with restricted or conditional access, or undertake the process of obtaining a security bond or guarantor, in lieu of you failing a credit assessment.

Credit Control Tools

Bendigo Bank Telco currently provides several credit control tools to help you monitor and manage your account.

The tools provided can be categorised under two broad headings:

- Security tools - services or functionalities that will aid in the prevention of unauthorised access and use of a service, such as the use of a handset pin or password.
- Credit control tools - services or functionalities that will assist in the management of service expenditure. Such tools may include optional call barring or restrictions on access to certain services.

You can obtain a current list of control tools via our website at www.bendigobank.com.au/telco.

Unbilled amounts

Bendigo Bank Telco offers you information on and access to unbilled amounts. Access to this information will help you to manage your account.

If you wish to obtain information on unbilled amounts you should contact our customer service centre on 1300 304 542.

Payment difficulties

We have options available to assist you if you are experiencing difficulties in paying your account. The options discussed with you will take into account your individual circumstances with the intention being to establish a payment arrangement that is suitable to both Bendigo Bank Telco and you.

Credit Management Action

Prior to pursuing credit management action we will first notify you of the details pertaining to any overdue amounts, the timeframe for payment and the consequences of non payment.

Typically credit management action will include possible suspension and disconnection of services, debt collection, and in serious cases legal action.

Prior to undertaking the process of suspending or disconnecting a service we will make reasonable attempts to advise you of the following:

- that you may benefit from speaking with a financial counsellor, if you are experiencing financial difficulty
- the options available to assist you to managing payment difficulties
- the effect of non payment

In the event that we need to pursue credit management action we will:

- ensure we communicate directly with you if you are the appropriate authorised account contact
- ensure that any communication we have with regard to suspension or disconnection of services is clear and able to be understood

In the event that a suspension is imposed on a fixed line or mobile service, we will ensure that emergency service numbers are still accessible.

Disputed Amounts

We will not take credit management action in relation to genuinely disputed amounts whilst the disputed amount is being investigated and remains unresolved by us, the Telecommunications Industry Ombudsman (TIO) or any other relevant recognised agency.

All disputes raised with us, relating to fees and charges, will be responded to within 14 business days. Any credit or adjustment due will be applied to your account after the dispute has been resolved. The subsequent invoice will clearly reference any amount applied.

For further information:

Please phone Bendigo Bank Telco on 1300 304 542.

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