

International money transfer terms and conditions

14.3 International Money Transfer (IMTs or Telegraphic Transfers)

- 14.3.1 International Money Transfers cannot be made to sanctioned countries listed with the Office of Foreign Assets Control.
- 14.3.2 Under arrangements we have with Convera Australia Pty Ltd ABN 24 150 129 749; AFSL 404092, all International Money Transfers which you initiate through this facility will be sent to the Beneficiary's account via Convera. However, this facility is provided to you by us and Convera has no responsibility or liability to you for the provision of financial services by us to you.
- 14.3.3 We may enable or disable your access to International Money Transfers through Internet Banking access in our absolute discretion. We may also cancel your International Money Transfer through Internet Banking access in accordance with clause 5.25.6.
- 14.3.4 The total amount of International Money Transfers made by you through Internet Banking on any given day must not exceed the maximum value of AUD\$5,000.00. We may alter this daily limit or impose any additional limits at any time.
- 14.3.5 If we change any applicable limits or impose any new limits we are not required to advise you before the change takes effect. We will advise you of any applicable limits on request.
- 14.3.6 If you use this facility to make an International Money Transfer, you must provide us with all the details we request regarding the International Money Transfer you wish to make.
- 14.3.7 You are responsible for the completeness and accuracy of the details you provide to us in relation to an International Money Transfer. If the details you provide are incomplete or inaccurate:
- the International Money Transfer may be rejected and fail (this may also happen if the Beneficiary has closed their account); or
 - the International Money Transfer may be credited to an account of someone other than the Beneficiary, and you may be unable to recover the amount transferred.
- 14.3.8 You may be required to provide additional information regarding this payment, and you agree that all information may be passed on by Convera to third parties as appropriate.
- 14.3.9 If you think you have made a mistake when providing details to us in relation to an International Money Transfer, you should contact us immediately. However, we cannot and do not warrant that we will be able to stop or correct an International Money Transfer that you have authorised.

- 14.3.10 If an International Money Transfer is rejected and fails, we will use our best endeavours to contact you to advise you of that, by email if you have nominated an email address for International Money Transfer transaction purposes. You will be liable for our fees and charges notwithstanding that the International Money Transfer has been rejected.
- 14.3.11 If you request an International Money Transfer through Internet Banking we will provide you with a quote.
- 14.3.12 Your acceptance of a quote by selecting the 'Confirm Transfer' button will constitute your instruction and authorisation to us to immediately debit the value of your International Money Transfer request (in Australian dollars) from the Account you have nominated when using the facility (including the applicable fees and charges payable to us in relation to the International Money Transfer as stated in our 'Fees & Charges' document) and to transfer funds to the account of the Beneficiary.
- 14.3.13 In sending an International Money Transfer, Convera uses correspondent, intermediary banks to forward and process the International Money Transfer request. The correspondent, intermediary and Beneficiary banks may impose their own additional fees which may be deducted from the amount received by the Beneficiary.
- 14.3.14 After you accept a quote by selecting the 'Confirm Transfer' button you will receive a transaction confirmation message on screen, which you can print. We will also email a transaction confirmation to you if you have nominated an email address for International Money Transfer transaction purposes.
- 14.3.15 A transaction confirmation does not signify that the International Money Transfer has been received into the account of the Beneficiary.
- 14.3.16 We are not responsible to you or a Beneficiary for any direct or consequential loss as a result of:
- any error or omission in the details you provide when requesting an International Money Transfer;
 - any error, omission or negligence of Convera; or
 - any delay in payment to the Beneficiary (however caused).
- 14.3.17 An International Money Transfer is undertaken at your own risk and Convera and/or its affiliates and/or their agents accept no liability whatsoever for any delay, mistake, misinterpretation of instruction or omission which may occur with an International Money Transfer.
- 14.3.18 Convera charges an exchange margin on International Money Transfers, which is reflected in the exchange rate stated in a quote.