



Rabobank

August 2018

Deposit Application Form

Talk to the world's leading food and agribusiness bank

Rabobank Australia Limited

ABN 50 001 621 129 AFSL 234 700

To contact your nearest branch
please call 1300 30 30 33

www.rabobank.com.au

Type of Application

- Cash Management Account Call Deposit Account
- Term Deposit Account Farm Management Deposit

Note: The fixed interest rate will be the applicable rate for the day your Deposit is accepted by Rabobank.

Farm Management Deposit

NOTE: A nominated account for credit interest is mandatory for FMDs.

New FMD Details # 1

Variable FMD details Amount

Term FMD details Amount Term OR Maturity Date

Interest frequency - For Term FMDs of 1 year or more
 Quarterly 6 monthly Annually

New FMD Details # 2

Variable FMD details Amount

Term FMD details Amount Term OR Maturity Date

Interest frequency - For Term FMDs of 1 year or more
 Quarterly 6 monthly Annually

Do you want to transfer an existing FMD from another financial institution to Rabobank? Yes No

Existing Farm Management Deposit details # 1

Account name Bank/Financial Institution

Bank/Financial Institution address BSB No. -

Account Number 1 Account Number 2

Account Number 3 Account Number 4

Terms and Conditions

Before continuing you are required to read, understand and accept the conditions in the following documents relevant to your application -

[Farm Management Deposits - Terms and Conditions](#)

[Rabobank Australia Limited Financial Services Guide](#)

NOTE:

If you are not able to access the relevant documents via the hyper-links above, please copy and paste the following web address in your web browser to access the document - "<https://www.rabobank.com.au/downloads/>"

If you do not have internet access, please ask your local Rabobank branch to supply you with the relevant documents.

Section A Client Number

If you are an existing Rabobank client, please provide your Rabobank Client Number to open this account under this Client Number.

Section B Name and Details of Account

Entity type: Individual

Title	Given names	Surname
<input type="text"/>	<input type="text"/>	<input type="text"/>

Have you lived in any overseas countries during the last 3 years? Please list all countries. Yes No

Do you have personal or business dealings in any overseas countries? Please list all countries. Yes No

NOTE: "Lived" refers to a country where you have resided for a period of 3 months or more. This may be different to your country of tax residency. "Personal dealings" may include regular travel; and personal transactions. "Business dealings" may include work; regular travel; the sale or purchase of goods; and payments.

Additional Details

Major commodity type(s) produced in year of Deposit (mandatory)	Other commodity type(s) (if applicable)
<input type="text"/>	<input type="text"/>

Statements

By default, Rabobank provides statements electronically through internet banking. We will notify you when a new statement is available. If internet banking is not selected, then bank statements will be posted in paper form.

NOTE: At least one Account Owner or Authorised Signatory (Full Access) must have Rabobank Internet Banking access in order to view electronic statements. Your e-statement notifications will be sent to the following address.

Email address

If you do not want to receive statements electronically and prefer to receive paper statements please tick this box.

Tax Residency Self-Certification

Is the individual or any joint applicants a U.S. citizen, or a tax resident of the U.S., or any country other than Australia? Yes No

1.	Country	Tax Identification Number or equivalent
	<input type="text"/>	<input type="text"/>
2.	Country	Tax Identification Number or equivalent
	<input type="text"/>	<input type="text"/>
3.	Country	Tax Identification Number or equivalent
	<input type="text"/>	<input type="text"/>
4.	Country	Tax Identification Number or equivalent
	<input type="text"/>	<input type="text"/>
5.	Country	Tax Identification Number or equivalent
	<input type="text"/>	<input type="text"/>

Entity size

Do you have a turnover of greater than \$50mIn AND / OR employ more than 250 people? Yes No

Account Owner(s) Tax File Number (TFN) (Mandatory)

I/We wish to quote a/an TFN/Exemption I/We do not wish to quote a/an TFN/Exemption for this account A/An TFN/Exemption is already provided

TFN Exemption

Without a TFN (or Exemption), tax may be deducted at the top marginal rate plus Medicare levy by Rabobank from interest paid on any credit balance at the time it is paid. Quotation of your TFN/Exemption to Rabobank is authorised, and its use and disclosure are strictly regulated by the tax laws and privacy legislation. You are not required by law to quote your TFN/Exemption if you do not wish to do so. For more information, contact the ATO on 13 28 61. Quotation of your TFN/Exemption will automatically also apply to any present and future accounts under this Client Number unless you notify Rabobank otherwise.

Section E Account Signatories

NOTE: Identify the Authorised Signatories and how they can operate the account(s) under the Client Number that this application relates to, including by telephone, by written instruction (e.g. facsimile) and by Secure Message through Rabobank Internet Banking.

Signatory Details # 1

Add an Authorised Signatory Remove an Authorised Signatory Amend details of an Authorised Signatory

Signatory Type Account Owner Authorised Signatory

NOTE: Account Access Level (level of access, for written, telephone and facsimile instruction for payments on all accounts) Restricted Signatories are limited to nominated accounts only and cannot sign cheques. Internet Banking Only users have no access, cannot sign cheques or order debit cards.

Please provide Rabobank with the appropriate documents ([Individuals](#)) to verify identity.

Title Given Names (no initials or abbreviations) Last Name

Commonly known as / preferred name Country of Citizenship

Date of Birth (mandatory) / / Occupation Mother's maiden name (mandatory)

Residential/Registered Address (Not PO Box) Suburb/Town Country State Postcode

Postal Address Suburb/Town Country State Postcode

Postal address is the same as above

Telephone (work) Telephone (home) Telephone (mobile) Fax

Email address (mandatory for internet banking)

Signature

Nominated by Broker / Intermediary

(By signing, I agree to comply with the Terms and Conditions of the account(s) including this application, the Rabobank Internet Banking Terms and Conditions and the Rabobank Visa Debit Card Terms and Conditions (as relevant) and consent to the use of my personal information as outlined in Section I)

Name Date

Signatory Details # 2

Add an Authorised Signatory Remove an Authorised Signatory Amend details of an Authorised Signatory

Signatory Type Account Owner Authorised Signatory

NOTE: Account Access Level (level of access, for written, telephone and facsimile instruction for payments on all accounts) Restricted Signatories are limited to nominated accounts only and cannot sign cheques. Internet Banking Only users have no access, cannot sign cheques or order debit cards.

Please provide Rabobank with the appropriate documents ([Individuals](#)) to verify identity.

Title Given Names (no initials or abbreviations) Last Name

Commonly known as / preferred name Country of Citizenship

Date of Birth (mandatory) / / Occupation Mother's maiden name (mandatory)

Residential/Registered Address (Not PO Box) Suburb/Town Country State Postcode

Postal Address Suburb/Town Country State Postcode

Postal address is the same as above

Telephone (work)	Telephone (home)	Telephone (mobile)	Fax
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Email address (mandatory for internet banking)

Signature

Nominated by Broker / Intermediary

(By signing, I agree to comply with the Terms and Conditions of the account(s) including this application, the Rabobank Internet Banking Terms and Conditions and the Rabobank Visa Debit Card Terms and Conditions (as relevant) and consent to the use of my personal information as outlined in Section I)

Name	Date
<input type="text"/>	<input type="text"/>

Section F Nominated Accounts

A nominated account for credit interest is mandatory for FMDs.

Accounts with other Australian Deposit-taking Institutions to be linked to the account(s) under this Client Number. Restricted Authorised Signatories can only make payments to Nominated Accounts.

Credit -Payments can be made from Rabobank to this account.

The first Credit account listed below will be the default Nominated Credit Account.

Debit -Rabobank can debit funds from this account. Rabobank account owners must be authorised to transact on the Nominated Account.

Nominated Account Details # 1

- Credit Account
 Debit Account
 Both Credit & Debit Account
- As instructed by signatories to the account, amounts can be transferred by written and verbal communication.
- An amount of to open this account.

NOTE: Only **one** nominated account may be a Debit or a Both Credit & Debit account.

Account name	Account Number
<input type="text"/>	<input type="text"/>

Bank/Financial Institution	Bank/Financial Institution address	BSB No.
<input type="text"/>	<input type="text"/>	<input type="text"/> - <input type="text"/>

Nominated Account Details # 2

- Credit Account
 Debit Account
 Both Credit & Debit Account
- As instructed by signatories to the account, amounts can be transferred by written and verbal communication.
- An amount of to open this account.

NOTE: Only **one** nominated account may be a Debit or a Both Credit & Debit account.

Account name	Account Number
<input type="text"/>	<input type="text"/>

Bank/Financial Institution	Bank/Financial Institution address	BSB No.
<input type="text"/>	<input type="text"/>	<input type="text"/> - <input type="text"/>

Direct Debit Request Service Agreement

1. Drawing Requirements

- The details of your drawing arrangements are contained in the Direct Debit Request Form ("DDR").
- The Facility Agreement with Rabobank (the "Facility Agreement") also governs your drawing arrangements.
- Where the due date for payment is not a business day, Rabobank will draw from your nominated financial institution account on the next business day. If you are uncertain as to when the debit will be processed to your account, you should enquire directly with your financial institution.
- If a drawing is dishonoured by your financial institution, Rabobank reserves the right to charge interest and fees in accordance with the Facility Agreement.
- Rabobank reserves the right to cancel drawing arrangements if a drawing is dishonoured by your financial institution, and to arrange with you an alternate payment method.
- You should check your account details on the DDR against a recent statement from your financial institution and, if uncertain, check with that institution.

2. Altering the Drawing Arrangements

- Rabobank will give you at least 14 days' notice in writing if there are changes to the terms of the drawing arrangements.
- Subject to the terms and conditions of the Facility Agreement, you may alter the drawing arrangements. Such advice should be received by us at least 7 working days before the draw date for any of the following:
 - stopping an individual drawing
 - deferring a drawing
 - suspending future drawings
 - altering the DDR Form
 - cancelling the drawings completely.

Such advice must be in writing and addressed to Rabobank Client Services, GPO Box 4577, Sydney NSW 2001. Alternatively, you can contact your financial institution.

3. Our commitment to you

Rabobank will keep information relating to your nominated financial institution account confidential, except where required for the purposes of conducting direct debits with your financial institution or determining any dispute relating to a drawing.

4. Your commitment to us

It is your responsibility to:

- Ensure your nominated account can accept direct debits. Direct debiting is not available on the full range of bank accounts. If in doubt you should refer to your financial institution.
- Ensure there are sufficient clear funds available in the nominated account to meet each drawing on the due date.
- Advise us if the nominated account is transferred or closed, or the account details change.
- Ensure that persons authorised on the nominated financial institution account sign the DDR Form.

5. Your rights

Where you consider that a drawing has been initiated incorrectly, you should contact:

Rabobank's Client Services on 1800 025 484 or
GPO Box 4577
Sydney NSW 2001

A response will be provided within 3 working days. If this response does not resolve the issue, you will be given details of our further dispute resolution process.

Alternatively, you can contact your financial institution.

Authorisation by Signatories of Bank Account to be Debited

I/We authorise and request Rabobank Australia Limited (166101), until further notice in writing, to debit the above nominated account with any amounts set out in this application form and all amounts instructed from time to time. I/We have read and agree to the Direct Debit Service Agreement which applies to this direct debit arrangement

Signature

Name

Date

Signature

Name

Date

Section G Minors

Is any account owner or authorised signatory a Minor? Yes No

If any Account Owner or Authorised Signatory is under 18 years of age, the Account Owner(s) fully indemnify Rabobank for any loss it may suffer due to the minor's age. If the minor is the sole Account Owner, a parent or guardian who is 18 years of age or over must sign below and thereby give the same indemnity. If there is no Line of Credit, this indemnity is limited to \$50,000 plus any fees and interest. Any person giving such an indemnity may become liable under that indemnity instead of, or as well as, the minor. Independent legal advice should be sought before giving such an indemnity. Rabobank does not apply the tax free threshold to accounts owned by minors. If you are eligible, you will need to obtain a rebate from the ATO.

Title Given names of parent or guardian Surname of parent or guardian Date of Birth / /

Residential/Registered Address (Not PO Box) Suburb/Town Country State Postcode

Full Name of Minor Date of Birth / /

Signature of parent or guardian: Date

Section H Adviser Fee Authorisation

If an Adviser/Intermediary has introduced you to the Account you are applying for, an amount of commission based on your daily Account balance may be payable to the Adviser/Intermediary by Rabobank on your behalf (known as the "Adviser Fee").

By signing this application form, you, the Account Owner(s):

- agree that the Adviser/Intermediary nominated below is to receive the Adviser Fee in relation to your Account with Rabobank; and
- authorise Rabobank to collect the Adviser Fee by deducting the Adviser Fee from the amounts of interest earned in relation to your Account and paying the Adviser Fee directly to your Adviser/Intermediary on a monthly basis; and
- agree and acknowledge that the amount nominated below will be applied to the interest earned in relation to your Account and this will form the Adviser Fee. This means that the interest rate applied to your Account will be reduced by the amount nominated below; and
- authorise the following Adviser/Intermediary to be paid the Adviser Fee in accordance with this payment instruction:

Adviser / Intermediary Name

Company Name

Contact Name

Contact Phone No.

Broker / Intermediary Use Only

Broker / Intermediary Stamp

Adviser number

Email address

Section I Privacy Consent and Acknowledgement

A. Privacy Consent

Each person signing this Application form consents to:

- his/her information (including personal information) being:
 - collected and held by Rabobank Australia Limited ('Rabobank', 'us', 'we') at any time,
 - disclosed to other Rabobank Group members and Rabobank's service providers,
 - used for any purpose relating to the provision, management or administration of your products, services and relationship with us the purposes referred to in Part B below.
- Rabobank disclosing his/her information (including personal information) to other Rabobank Group members and associates and Rabobank and its members and associates using your information (including personal information) for marketing (including marketing by telephone and electronic means).

Each person can contact Rabobank on its Privacy Number on 1800 825 484 if they do not want their information used for marketing purposes. If all the information we have requested in this Application form or otherwise in connection with this application is not provided, Rabobank may not be able to provide the account in the manner requested or at all.

B. Privacy Consent and Acknowledgement

Each person signing this Application form agrees that Rabobank may:

- Collect from a credit reporting body and hold your credit-related personal information including:
 - identity particulars
 - your credit application including type, characteristic and maximum amount of credit provided, date of application and termination or cessation
 - your repayment history including payments owed to us overdue more than 60 days and payments for which collection action has commenced
 - cheques drawn by you dishonoured more than once
 - advice that payments are no longer overdue
 - if applicable, you have committed a serious credit infringement in Rabobank's opinion
 - credit provided to you by Rabobank that has been paid or discharged
 - scores, ratings or evaluations relating to credit worthiness derived by us or by a credit reporting body
- Collect from and disclose to any relevant credit providers or persons referred to in this Application form or a credit report received from a credit reporting body information about your credit arrangements and/or your credit worthiness, standing, history or capacity and being used to:
 - assess your credit application, your credit worthiness and/or whether to accept you as a guarantor of credit applied for
 - assist you to avoid defaulting on your credit obligations
 - tell other credit providers about a default by you or if you seek credit from them and they request to see it
- Obtain reports from a credit reporting body or other business that provides information about credit worthiness that may contain:
 - your credit-related personal information and commercial credit information in relation to this application for commercial credit
 - other information in relation to your commercial credit activities.
- Disclose and collect information (including personal information) at any time to/from:
 - any named persons (e.g. Applicants, Directors or Company Secretaries of company Applicants, Guarantors or other prospective guarantors) in connection with any application for a Rabobank financial product or service
 - any past, current or potential credit provider or any person or entity who has taken or may take security from you
 - a governmental agency or any body which makes information available to the public
 - your nominated professional adviser(s) and/or intermediary
 - local or overseas external persons or organisations engaged us to help us provide your requested product or service
 - any party pursuant to any domestic or international law or regulation, any court or tribunal or an overseas government instrumentality or regulatory body which has jurisdiction over any member of the Rabobank Group
 - a law enforcement body if reasonably necessary to assist with the enforcement of any law
- Contact any relevant person to verify any information you provided in or in connection with this Application form.
- Transfer and disclose your information (including personal information) outside Australia to:
 - other members of Rabobank Group for reporting and compliance purposes (including regulatory and legislative requirements of any Group member), the administration and management of your facilities and marketing; and
 - entities which provide services required to enable us to supply you with products and services.This includes transfers and disclosures to The Netherlands and New Zealand.
- Use your information (including personal information) to evaluate our products and services, including research and maintenance, testing and development of our systems and infrastructure.

'members of the Rabobank Group' include:

- Coöperatieve Rabobank U.A.
- Rabobank Australia Limited
- Rabo Equipment Finance Limited
- Rabo Australia Limited

'associates of the Rabobank Group' include Achmea Schadeverzekeringen N.V.

Our Privacy Policy

Our Privacy Policy sets out in more detail how we collect, handle and use personal information in the course of our business. The Policy also contains information about how you may access and seek correction of the personal information we hold and also about how you may complain to us about a breach of the Australian Privacy Principles under the Privacy Act and how we deal with such a complaint. Our Privacy Policy is available on our website at www.rabobank.com.au.

Contact Us

If you have any questions or concerns about privacy, please contact our Privacy Officer by email at sydney.privacy@rabobank.com by phone on 1800 825 484 or by mail to: The Privacy Officer, Rabobank Group, GPO Box 4577 Sydney NSW 2001

Section J Consent to Receive Electronic Communications

Each person signing this form consents to Rabobank providing me/us with any information (whether by writing or other means) including but not limited to account statements, notices, receipts and other documents, whether or not such information is required by or under the terms and conditions of a contract, legislation, a government or regulatory body or any relevant industry rules, codes or standards that apply to you by:

1. Electronic communication to your nominated electronic (email) address or any other electronic address notified to Rabobank from time to time; or
2. Making the information available at Rabobank's website www.rabobank.com.au or other electronic address as by Rabobank and notifying you by electronic communication to my/our nominated electronic address (or any other electronic address notified to Rabobank from time to time) that the information is available.

Each person signing this form acknowledges and agrees that I/we:

- will not receive a paper copy of any of the information made available by electronic communication under this consent;
- will need to regularly check to see if I/we have received any electronic communications from Rabobank;
- need to maintain and check my/our electronic equipment and my/our electronic address regularly to ensure it is always capable of receiving electronic communications;
- may be charged a fee for a paper copy of any information made available by electronic communication under this consent which I/we request from Rabobank;
- will be responsible for printing or saving important information made available by electronic communication under this consent;
- will be deemed to have been received any information sent by electronic communication under this consent at the time the relevant electronic communication enters my/our information system;
- may at any time, by notice to Rabobank, terminate my/our consent to receive information by electronic communication or change my/our electronic address. If the electronic address changes, I/we agree to immediately notify Rabobank of this change.

Section K Execution and Declaration (all Applicants must sign this section)

Signing the Application

Individuals: All individuals to sign personally.

Partnership: All partners to sign personally.

Company: Two directors, a director and a company secretary, or the sole director/sole company secretary to sign, Seal is optional. Other Bodies Corporate in accordance with relevant authority. Please note that the Application must be completed in the name(s) of the trustee(s) personally, but may include the name of the trust. Attorney(s): Where the Application form is signed by attorney(s), a certified copy of the original power of attorney must be attached.

Declaration by Applicants

I/We understand that it is an offence to open or operate an account in a false name and that I/we must specify all the names by which I/we are commonly known. If this Application form is signed pursuant to a power of attorney I/we declare that I/we have not received notice of its revocation. I/We undertake to notify Rabobank within 30 days of any change in circumstances that makes any of the information supplied in this form inaccurate or incomplete.

I/We certify that all the information provided in this application and any addendum(s) provided in connection to this application is true and complete, and none of us have ever been declared bankrupt or assigned our estate for the benefit of creditors. **Each of us consents to the matters set out in Section I and Section J of this Application form.**

Signature

Name

Date

Signature

Name

Date

Office Use Only

CRS/FATCA information is reasonable considering the documentation and other information provided in accordance with CRS/FATCA validation checklist.

The below document(s) is/are also attached:

IDs Certified Trust Deed Trustee Documents Company Search Proof of Partnership (e.g. ABN) FATCA Certification
 Submission document certified as original Cheque Book approved

CIS ID SIC Code **SIC Category**
 Agriculture-01 Livestock-02 Other

Value Date Quote Number All Up Rate Branch Name Account Manager Name / Code

Source of Funds

Funds transferred to generic DCA (142-001 100112560) Funds transferred to client's DCA
 Cheque banked at Westpac (032-004 135152) Direct Debit

Account Origination

Online Branch CSU

Additional Comments

Bank Officer Name

Date

Bank Officer Signature



Rabobank

May 2017

Farm Management Deposit Transfer Authority

Talk to the world's leading food and agribusiness bank

Rabobank Australia Limited

ABN 50 001 621 129 AFSL 234 700

To contact your nearest branch please call 1300 30 30 33

www.rabobank.com.au

Please note the following:

- Complete this form to transfer an existing FMD from another financial institution to Rabobank.
- The Applicant must complete and sign Section 1 and then provide this form to Rabobank.

I, the applicant authorise the below mentioned financial institution to transfer electronically the balance of my Farm Management Deposit account(s) as detailed below, and provide the Original Start Dates as requested.

Section 1 Details of Existing Farm Management Deposit

Existing Farm Management Deposit details # 1

Account name		Bank/Financial Institution	
<input type="text"/>		<input type="text"/>	
Bank/Financial Institution address		BSB No.	
<input type="text"/>		<input type="text"/> - <input type="text"/>	
Account Number 1	Account Number 2		
<input type="text"/>	<input type="text"/>		

Existing Farm Management Deposit details # 2

Account name		Bank/Financial Institution	
<input type="text"/>		<input type="text"/>	
Bank/Financial Institution address		BSB No.	
<input type="text"/>		<input type="text"/> - <input type="text"/>	
Account Number 1	Account Number 2		
<input type="text"/>	<input type="text"/>		

Signature of Applicant

Name	Date
<input type="text"/>	<input type="text"/>

Section 2 Authorisation

To be completed by an Authorised Officer from the financial institution where the above mentioned FMD is held. Complete and sign Section 2 and transfer electronically the balance of the FMD to Rabobank Australia Ltd, including reference details.

Transfer funds to:

Account name	BSB No.	Account Number
<input type="text"/>	<input type="text"/> 1 4 2 - 0 0 1	<input type="text"/>
Account Number 1	Original start date of FMD	Amount
<input type="text"/>	<input type="text"/>	<input type="text"/>
Account Number 2	Original start date of FMD	Amount
<input type="text"/>	<input type="text"/>	<input type="text"/>
Authorised Officer Name	Contact Number	Date
<input type="text"/>	<input type="text"/>	<input type="text"/>

Please fax the completed form to Rabobank Client Services on 02 8115 1027. Should you have any questions or are unable to comply with this request please call 1800 632 113.

Terms and Conditions for Rabobank Farm Management Deposits

June 2017



Rabobank

These terms and conditions apply to Rabobank Variable Farm Management Deposits, Short-term Farm Management Deposits and Long-term Farm Management Deposits ('Terms'). We advise that you read all of the terms when deciding whether to acquire or hold Rabobank Farm Management Deposits.

You must be a Primary Producer (with taxable non-primary production income of \$100,000 or less or other amount as amended by legislation from time to time) at the time of making a Farm Management Deposit.

Records

- 1.1 The Applicant, and Owner as applicable, ("the Depositor" or "you") must promptly notify Rabobank of a change to any information held about the Depositor in relation to a Farm Management Deposit ("Deposit").
- 1.2 Account statements, notices, and other communications with you may be sent to you by letter to your nominated postal address, electronically by email to your nominated email address, by notice on our Website or electronically via electronic secure messages.
- 1.3 You may vary your nominated postal or email address by giving notice to Rabobank by contacting the Client Services Unit on 1800 632 113.
- 1.4 Even if we normally provide electronic notices or statements, Rabobank reserves the right to send paper ones instead to your nominated postal address (e.g. if, for any reason, we are not able to provide them electronically or we cancel your election to receive statements or notices electronically because we are unable to deliver emails to your nominated email address).
- 1.5 Service of notices and statements sent by post is taken to be effected, upon the earliest of actual receipt, the day when the addressee would have received the item in the ordinary course of post, or 10 days after posting.
- 1.6 Service of notices and statements sent by facsimile is taken to be effected the time when the machine from which it was sent indicated that it was sent successfully.
- 1.7 Service of notices and statements electronically by email is taken to be received on the day that the email enters the information system of your internet service provider or the host of your email address.

Investment Range

- 2.1 The minimum opening investment is \$1,000.
- 2.2 Investments must be in Australian currency but not in cash.

Confirmation of FMDs

- 3.1 Rabobank will confirm in writing its acceptance of an application and will include details of the date of acceptance, amount invested, interest rate, interest payment frequency and maturity date as applicable.

Authority to Operate

- 4.1 An Authorised Signatory is nominated by, and ceases on receipt of, written instructions delivered to Rabobank by hand, post or electronic means signed by the Depositor. This authority also ceases on death of the Authorised Signatory. However, on receipt of written instructions signed by the Depositor, the Depositor or a properly authorised broker/intermediary may supply to Rabobank a list of persons from time to time, along with their specimen signatures, who will be Authorised Signatories.
- 4.2 An Authorised Signatory may give instructions individually in connection with the Deposit as if they were a Depositor, including:
 - (a) making withdrawals from the Deposit to the Nominated Account;
 - (b) in relation to matured funds to be reinvested in another Deposit or repaid to the Nominated Account;
 - (c) in relation to the reinvestment of Deposit funds into a new Deposit (except that they may not nominate another Authorised Signatory); and
 - (d) in relation to opening a new Deposit with funds from an account held with another financial institution.
- 4.3 The Depositor will be responsible for the Authorised Signatory(ies) receipt of and compliance with the terms and conditions of the Deposit, including the Privacy Consent

Cleared Funds

- 5.1 Proceeds of cheques are not available until cleared. Clearance usually takes three Business Days.

Instructions

- 6.1 Rabobank may act on telephone instructions in certain circumstances.

- 6.2 Rabobank may monitor or record telephone conversations for verification purposes.
- 6.3 Rabobank may act on electronic instructions in relation to transactions on the account. Rabobank will not be responsible to the Depositors for any loss that you suffer as the result of any delay or loss in transit of any message, letter or document, or the delay, mutilation, omission or other error in the transmission of any facsimile, email, telex or other transmitted message or any error in translation or interpretation of technical terms or arising from any ambiguity in instructions from the Depositor(s), Authorised Signatory(ies) or an Intermediary or in connection with any reliance placed by Rabobank in good faith on such messages or as a result of such message not having been properly authorised by the person by whom it is purported to have been sent.
- 6.4 Rabobank may refuse to act on any instructions which it considers may be invalid or unlawful.
- 6.5 Rabobank may refuse to act on any instructions if it is notified if there is a dispute between Depositors.

Interest

- 7.1 Interest on a FMDs is calculated on the basis of the number of days from and including the date of acceptance or interest payment up to but excluding the date of withdrawal or next interest payment. The interest rates for FMDs are variable and are based on the prevailing bank bill swap rates. Interest rates are tiered which means that a different rate may apply to your FMD, depending on the balance of the deposit. The interest rate applicable to your FMD is the variable rate and is set out in the statement of account. The daily variable rate is the annual variable rate divided by 365. Interest on FMDs is paid on the first day of each calendar month in arrears and credited to the Nominated Account. Interest is calculated by applying the daily variable rate to the daily closing principal balance. Interest calculated from the last interest payment date before final withdrawal will be paid on final withdrawal.
- 7.2 Interest on Short-term FMDs is calculated on the basis of the number of days from and including the date of acceptance or interest payment up to but excluding the date of maturity or withdrawal. The interest rates offered for Short-term FMDs can vary and are based on the prevailing bank bill swap rates. Interest rates are tiered, which means that a different rate may apply to your Short-term FMD depending on the balance of the deposit, however for each term, the interest rate remains fixed for that term to maturity. The interest rate that applies to a Short-term FMD is the rate specified in a confirmation and the daily interest rate is the rate specified divided by 365. Interest on Short-term FMDs is calculated by applying the daily variable rate to the daily closing principal balance. Interest on Short-term FMDs is not compounded and is paid on withdrawal or maturity to the Nominated Account.
- 7.3 Interest on Long-term FMDs is calculated on the basis of the number of days from and including the date of acceptance up to but excluding the date of maturity or withdrawal. The interest rates offered for Long-term FMDs can vary and are based on the prevailing bank bill swap rates. Interest rates are tiered, which means that a different rate may apply to your Long-term FMD depending on the balance of the deposit, and the interest frequency selected, however for each term, the interest rate remains fixed for that term to maturity. The interest rate that applies to a Long-term FMD is the rate specified in a confirmation. Interest on a Long-term FMD is paid in arrears quarterly, half-yearly or yearly as chosen by the Depositor from the date of acceptance. It is paid in equal instalments over the chosen term to the Nominated Account.
- 7.4 Information on current interest rates, or past rates and ranges of rates, is available from any Rabobank branch or by calling 1800 632 113 or visit our web site www.rabobank.com
- 7.5 Worked Dollar Example (for illustration only): Long-term FMD of \$10,000 held for 1 year with interest at 5% p.a. will earn \$500 interest.

Withdrawals – Variable FMDs

- 8.1 Any requests for withdrawal of part or all of a Variable FMD may be accepted by telephone if funds are to be repaid to Nominated Account. If funds are to be repaid and transferred to an account other than the Nominated Account, any such Request must be in writing.

Maturity – Term FMDs

- 9.1 Prior to maturity, Rabobank will send a written notice, either by letter to your nominated postal address or electronically by email to your nominated email address, requesting instructions as to whether the Depositor seeks reinvestment in another FMD or repayment of the maturing funds.
- 9.2 After receiving an instruction for repayment, the funds will be repaid to the Nominated Account.
- 9.3 If no such instructions are received prior to maturity, the funds will be reinvested in a new Variable FMD, at the then current rate applicable to Variable FMDs, on the same terms and conditions except to the extent determined by Rabobank and will have the same manner of operation.
- 9.4 If a Depositor wishes to break part or all of a Term FMD prior to maturity, it must provide instructions in writing. A break cost (as determined by us) on the part terminated may be deducted from the interest on the FMD (but not the principal) or otherwise charged. The funds will be repaid to the Nominated Account.
- Break costs represent the future cashflow losses incurred by Rabobank as a result of interest rate differentials that exist between wholesale market rates applicable to the existing term deposit and current wholesale market rates applicable for the remaining period of the term deposit, adjusted to reflect a net present value. Break costs increase in line with increases in the following: interest rates, the amount withdrawn and the market margin and Rabobank's costs of meeting the early withdrawal. Further information is available on request.
- 9.5 Worked Dollar Example (for illustration only): Two year Long-term FMD of \$10,000 with interest at 5% p.a., payable annually, broken after 1 year when interest on a 1 year Long-term FMD, with interest payable annually, is 6% p.a. Break cost payable by the Depositor is \$103.68.
- 9.6 If you reinvest in another Term FMD, you may withdraw or transfer the funds in the new Term FMD without incurring a fee or incurring a reduction in the return at any time during the 7 day grace period after your maturity date of the product or on the following day. If you consent to your Term FMD rolling over at maturity, it may roll over into a Term FMD with a lower interest rate.

Early Withdrawal

- 10.1 When you invest in a Term FMD, you agree to invest a fixed amount for a fixed term at a fixed interest rate. During its term, you must provide us with at least 31 days' notice to withdraw any funds from your Term FMD prior to maturity unless financial hardship applies as defined by Rabobank. On the date of your request for early withdrawal, net accrued interest to date of request, less any break costs, will be paid to your Nominated Account. You will continue to receive interest at the same rate on your principal until the new maturity date at which time the principal and accrued interest for this 31 day period will be paid to your Nominated Account. If you have less than 31 days remaining of the term, the earliest you may access the funds is following maturity unless financial hardship applies as defined by Rabobank.
- 10.2 If you may have a need in the future to immediately withdraw or transfer funds in your Term FMD, other Rabobank deposit products may be more appropriate.

Death of Depositor

- 11.1 Following the death of a Depositor, a Term /variable FMD will be transferred to a call deposit with no break costs incurred.

Statements of Account

- 12.1 Rabobank will send you a statement of account of your variable FMD every month (standard cycle) or after every withdrawal either by letter to your nominated postal address or electronically by email to your nominated email address. Rabobank will issue confirmations of interest payments for Term FMDs. It is important that the Depositor checks these documents and notifies Rabobank immediately of any errors or unauthorised transactions appearing on them. You may request a statement to be issued by telephoning the Client Services Team on 1800 632 113. Rabobank may charge a fee for the issue of a photocopy or copy of a statement. Rabobank is not obliged to provide you with statements of accounts, if after taking reasonable steps to locate you, is unable to do so.
- 12.2 Rabobank does not provide a statement of account of your Term FMD.

Fees and Charges

- 13.1 Rabobank does not levy account service fees on FMDs. Information on Rabobank's standard fees and charges relating to a FMD can be obtained on request, including by contacting Rabobank freecall on 1800 632 113.
- 13.2 Rabobank reserves the right to pass on, deduct or debit any government fees or charges applicable from time to time. As at the date of this document, there are no government or charges. For further details of current government fees or charges, contact Rabobank freecall on 1800 632 113.
- 13.3 Withholding tax on interest may be payable by non-residents at the time the interest is paid to the non-resident. For residents who do not supply a Tax File Number or Australian Business Number, Rabobank will be required to deduct and remit withholding tax at the highest

marginal rate on the interest earned, and on all withdrawals of principal amounts, in respect of your Deposit.

Commission/Brokerage

- 14.1 Commission/brokerage may be paid, and details disclosed regarding the investment, to an intermediary. The rate of commission/brokerage payable is the rate charged by the intermediary. If the intermediary does not specify a rate, then the applicable rate is 0.20% p.a. on the FMD. Commission is deducted from the interest paid by Rabobank on the FMD. Contact your intermediary or Rabobank for details.
- 14.2 Worked Dollar Example (for illustration only): Long-term FMD of \$10,000 held for 1 year with interest at 5% p.a. will earn \$500 interest, \$20 (0.2% x \$10,000) of which is paid to the intermediary as commission and \$480 to the Depositor.

General Information

- 15.1 We will provide to you, if you request it, general descriptive information concerning banking services, including information on:
- (i) the rights and obligations that arise out of the banker and customer relationship;
 - (ii) account opening procedures;
 - (iii) our obligations regarding confidentiality of information;
 - (iv) our complaint handling procedures;
 - (v) cheques and bank cheques;
 - (vi) the importance to you of reading the terms and conditions applying to any banking service provided to you; and
 - (vii) the importance of you informing us promptly when you are in financial difficulty
- 15.2 Rabobank has adopted the Code of Banking Practice as published by the Australian Bankers' Association. If you are an individual or a small business (as defined in the Code of Banking Practice) at the time we provide you with your Farm Management Deposit Account, the provisions of the Code of Banking Practice apply to that Account.

Variation of Terms and Conditions

- 16.1 Rabobank can change the terms and conditions of FMDs at any time by giving notice, either by letter to your nominated postal address, electronically by sending an email to your nominated email address or by notice on our Website, to the affected Depositor. Rabobank will give the Depositor written notice 30 days before introducing or varying a fee or charge (other than a government charge) or changing the method of calculating interest or changing the frequency with which interest is credited or changing the balance ranges within which interest rates apply to a deposit account.
- 16.2 Rabobank will advertise in the media, or provide written notice, either by letter to your nominated postal address, electronically by sending an email to your nominated email address, by notice on our Website, to the affected Depositor, of any other changes to the terms and conditions or to interest rates no later than the day on which the change takes effect.
- 16.3 Rabobank will provide written notice to you, either by letter to your nominated postal address, electronically by sending an email to your nominated email address, by notice on our Website or advertise in the media to notify you of the introduction or variation to a government fee and charge payable directly or indirectly under these terms and conditions unless the introduction or variation to the government charge is advertised by a government, government agency or representative body.
- 16.4 Other than the notification periods relating to the changes described in clause 16.1 above and changes to variable interest rates (which will be notified by advertisement in the media or by written notice, either by letter to your nominated postal address, electronically by sending an email to your nominated email address or by notice on our Website, to the affected Depositor no later than the day on which the change takes effect), we will give you at least 14 days' notice of changes to the terms and conditions (including any changes to minimum balance requirements or restriction on depositing money in, or withdrawing from, an account) by advertisement in the media, or giving written notice, either by letter to your nominated postal address, electronically by sending an email to your nominated email address or by notice on our Website, to the affected Depositor.

Processing of Transactions

- 17.1 Where a transaction date is not a Business Day, the transaction may be processed on the preceding or next Business Day.

Indemnity

- 18.1 The Depositor is responsible to Rabobank for all liabilities incurred in relation to a FMD and releases and indemnifies Rabobank from and against all liabilities, expenses, actions, proceedings and claims howsoever arising, including but not limited to Rabobank in good faith acting on your instructions or purported instructions provided by Electronic Means, except to the extent the liability arises directly from Rabobank's negligence, wilful default or fraud. "Electronic Means" means telephone, telex, facsimile, email or any other electronic means.

Dispute Resolution

19.1 If the Depositor has a query or complaint, they should contact Rabobank either by calling 1300 30 30 33 or by visiting one of Rabobank's branches. If Rabobank fails to resolve the query or complaint, the Depositor will be directed to the Financial Ombudsman Service who can be contacted by telephoning 1300 780 808.

General Conditions

- 20.1 Rabobank may require you and any Authorised Signatories to satisfy Rabobank as to your and their identity.
- 20.2 You agree that Rabobank will not be liable to you or anyone else for any loss or damage that you or anyone else suffer as a result of our refusal to authorise any transaction, where Rabobank has the right to so refuse.
- 20.3 Rabobank is not liable to you for any loss, cost or damage you suffer arising from:
- (a) the conduct or failure of any party Rabobank may use to provide or help to provide any of the services in connection with the FMD; or
 - (b) any act, event or circumstance which is beyond Rabobank's reasonable control, or which does not involve negligence or fraud on its part.

Anti-Money Laundering

- 21.1 You acknowledge that Rabobank may delay, intercept, block or refuse to make a payment if Rabobank believes on reasonable grounds that making a payment may breach any law in Australia or any other country, and Rabobank will not incur any liability if it does so.
- 21.2 You agree, at the opening of an Account and at any time during the lifetime of an Account, to provide to us any documentation and information we request from time to time in order for us to undertake any action to comply with any Applicable Regulation, including on behalf of another member of the Rabobank Group. You also agree to such documentation and information provided to us being disclosed to any other person or body to enable it to be reported and used in compliance with the relevant Applicable Regulation
- 21.3 You declare and undertake to Rabobank that the payment of monies in accordance with your instructions by us will not breach any laws in Australia or any other country.
- 21.4 If you do not provide us with the required information we may be prevented by any Anti-Money Laundering or other laws in Australia or in any other country, from providing you with Rabobank's banking services.

Account Combination

22.1 Rabobank may, in its reasonable discretion and acting in a commercially reasonable manner, combine some or all accounts (including FMDs opened under these Terms) owned by you and held with us or our related entities, at any time and without prior notice to you. Rabobank will, however, inform you promptly after doing so. If Rabobank combines accounts, it will apply some or all credit funds against some or all debt you owe Rabobank. If Rabobank combines all of your accounts, there will be only a single amount either Rabobank will owe you or you owe Rabobank. Combining accounts may result in a cost being debited to an account, such as a break cost if a Term Deposit is combined. Rabobank has no obligation to combine your accounts.

Account Consolidation

23.1 Rabobank may combine two or more existing eligible Deposits at the request of the client. To be eligible for consolidation, the Deposits must, immediately before the consolidation occurs, have:

- (i) held each of the Deposits for at least 12 months and;
- (ii) claimed a tax deduction for that amount of the existing Deposit that has been requested to be consolidated.

If multiple Deposits are consolidated into a new Deposit, you will be entering into a new agreement with Rabobank and a separate FMD Consolidation Form must be completed.

Closure of the Deposit

- 24.1 Rabobank will, at your request either by phone or in writing, close a Deposit that is in credit. You must pay amounts you owe us under the Deposit including any break costs if they apply.
- 24.2 Rabobank has the right to close, or block access to, any account if:
- (i) it is no longer lawfully possible for us to provide an account to you;
 - (ii) we have ceased to offer the relevant deposit product;
 - (iii) we consider that you have committed a material breach of the terms and conditions;
 - (iv) we consider that your account is 'inactive' i.e. you have not made a deposit into, or withdrawal from, the account within the previous 12 months, and the balance is less than \$1,000;
 - (v) we have assessed you as being a recalcitrant account holder (including if you are 'recalcitrant' within the meaning of any

Applicable Regulations);

- (vi) we consider it necessary for security reasons or we reasonably suspect fraudulent use or access to the account;
- (vii) you are involved in or convicted of criminal activity and we, in our reasonable opinion, consider such an involvement or conviction may adversely impact Rabobank's reputation; or
- (viii) we consider it necessary, in our reasonable opinion, in order to protect our legitimate business interests.

If we close an account of yours that is in credit, we will give you reasonable notice and, unless we are prohibited from doing so, pay you the amount of the credit balance. If an account has an overdrawing or debit balance you must pay to us the amount of that debit balance.

Entire Agreement

25.1 These terms and conditions constitute the entire agreement between the parties and sets out a full statement of the contractual rights and liabilities of the parties in relation to any Deposit and no negotiations between them nor any document agreed or signed by them prior to the date of this agreement in relation to the Deposit is of any contractual effect.

Severability

26.1 If any provision of these Terms is prohibited, invalid or unenforceable in any jurisdiction, that provision will, as to that jurisdiction, be ineffective to the extent of the prohibition, invalidity or unenforceability without invalidating the remaining provisions of these Terms or affecting the validity or enforceability of that provision in any other jurisdiction.

Financial Claims Scheme

27.1 You may be entitled to payment under the Federal Government's Financial Claims Scheme. Payments under the Financial Claims Scheme are subject to a limit for each depositor. When considering such a limit as it applies to you, you should take into consideration all accounts which you may hold with Rabobank Australia Limited. Information about the Financial Claims Scheme can be obtained from the APRA website at www.apra.gov.au and the APRA hotline on 1300 55 88 49.

Charge

28.1 You must not create or agree to create a charge or other encumbrance or security interest over your Rabobank Farm Management Deposit as security for an amount payable by you or any other person to Rabobank or to any other person.

Consent to Receive Electronic Communications

- 29.1 You agree that any information (whether by writing or other means) including but not limited to account statements, notices, receipts and other documents, whether or not such information is required by or under these terms and conditions, legislation, a government or regulatory body or any relevant industry rules, codes or standards that apply by:
- Electronic communication to your electronic (email) address or any other electronic address you notify to us from time to time; or
 - Making the information available at our Website for retrieval by you and notifying you by electronic communication to your electronic address (or any other electronic address you notify us from time to time that the information is available for retrieval (and the nature of the information) and providing you with the ability readily to retrieve the information by electronic communication (for example by providing a link to the relevant information on our website).
- 29.2 You acknowledge and agree:
- You will not receive a paper copy of any of the information made available by electronic communication under this clause;
 - You will need to regularly check to see if you have received any electronic communications from Rabobank;
 - You will need to maintain and check your electronic equipment and your electronic address regularly to ensure it is always capable of receiving an electronic communication
 - You may be charged a fee for a paper copy of any information made available by electronic communication under this clause which you request from Rabobank.
 - You will be responsible for printing or saving important information made available by electronic communication under this clause.
- 29.3 You agree that any information sent by electronic communication under this clause will be deemed to have been received by you at the time the relevant electronic communication enters my information system.
- 29.4 You acknowledge that you may at any time by notice to Rabobank terminate your consent to receive information by electronic communication or change your electronic address. If you change your electronic address, you agree that you will immediately notify Rabobank of this change.

Statements to be read by Depositors

Authorised deposit taking institution

Rabobank is the FMD provider issuing this application form and is an authorised deposit taking institution for the purposes of the Banking Act 1959.

Purpose of Farm Management Deposits scheme

The farm management deposits scheme is designed to allow individuals carrying on a primary production business in Australia, with taxable non primary production income, to shift before tax income from years when they need it least to years when it is most needed. The scheme helps those individuals to manage their exposure to adverse economic events and seasonal fluctuations.

Eligibility criteria apply to individuals carrying on a primary production business in Australia under the scheme.

Note Primary production business and carrying on a primary production business are explained in subsection 995-1 (1) of the 1997 Act.

Tax consequences for Farm Management Deposits

The scheme allows individuals carrying on a primary production business in Australia to deduct the amount of any farm management deposit they own from their assessable income for the income year in which the deposit is made. However, the amount of the deductions cannot exceed the owner's taxable primary production income for the income year.

Under the Pay As You Go system, owners may reduce their instalment income for an instalment period by the amount of farm management deposits made during that period. The reduction is limited to the amount that the owners can reasonably expect to deduct for the deposit for the income year in which the deposit is made. However, the instalment income for the period cannot be reduced below nil.

When a farm management deposit is repaid to an owner in an instalment period, the instalment income of the period will include the amount of the repayment. But the owner's instalment income will only include so much of the repayment as will be included in the owner's assessable income for the income year in which the repayment is made.

If neither the owner's tax file number nor Australian Business Number has been quoted to the FMD provider that holds the deposit, the amount repaid will also be subject to withholding at a rate equal to the sum of the top marginal tax rate and the Medicare levy.

Important requirements for Farm Management Deposits

Some of the requirements for farm management deposits are summarised below. There are also other requirements set out in the 1997 Act. A breach of some of the requirements will result in the deposit not being treated as a farm management deposit, and the tax benefits will be lost.

- The owner must be an individual who is carrying on a primary production business in Australia when the deposit is made.
- The deposit must be made by only one individual and on behalf of only one individual.
- Rights of the depositor are not, and must not be, transferable to another entity.
- The deposit must not be used as security for any amount owed to the FMD provider or any other entity by the depositor or any other entity.
- Interest or other earnings on the deposit must not be invested as a farm management deposit with the FMD provider without having first been paid to the depositor.
- If the depositor requests in writing, the FMD provider must electronically transfer the deposit, or part of the deposit, to another FMD provider that agrees to accept it as a farm management deposit.
- The FMD provider must not deduct any fees from the principal of a farm management deposit. However, it may charge fees on the deposit.

Repayment of Farm Management Deposits

The tax benefits are not retained for deposit amounts repaid within the first 12 months after the deposit was made, unless the repayment is made:

- (a) in exceptional circumstances, and the deposit was made before the declaration of exceptional circumstances; or
- (b) because the owner:
 - (i) dies; or
 - (ii) becomes bankrupt; or
 - (iii) ceases to carry on a primary production business in Australia and does not start carrying on such a business again within 120 days; or
 - (iv) has requested the deposit, or part of the deposit, to be transferred to another FMD provider; or
- (c) because the following circumstances relating to repayment in the event of a natural disaster, exist, namely:
 - (i) Recovery assistance has been provided:

- as a Category C measure, as defined in the Natural Disaster Relief and Recovery Arrangements determined by the Attorney-General on 21 March 2011; and
- in the form of a recovery grant for a primary producer, as described in those Arrangements.
 - (ii) The recovery assistance was first provided during the 12 month period after the farm management deposit was made.
 - (iii) The farm management deposit was repaid after the recovery assistance was first provided.

Additional information

- The minimum deposit threshold is [\$1,000]
- The maximum deposit limit is [\$800,000]
- An individual can own more than one farm management deposit, and can own farm management deposits with different FMD providers, but the sum of the balances of all of the farm management deposits of an owner must not be more than the maximum deposit limit.
- The amount of any repayment of the deposit must be at least [\$1,000], except where the entire amount of the deposit is repaid.
- The taxable non primary production income for the year of income must not exceed [\$100,000]
- If the depositor has provided neither the depositor's tax file number nor the depositor's Australian Business Number, any repayment will be subject to the withholding rate, which is the sum of:
 - the top marginal tax rate for the income year in the year of deposit [currently 45%]; and
 - the Medicare levy [currently 2%].

Statements to be read by Depositors

The terms and conditions in this brochure do not represent all the terms and conditions with regard to Rabobank FMDs, as additional terms and conditions are imposed by the Income Tax Assessment Act 1997.

Definitions

"Applicable Regulations" means all laws, rules, regulations and other legal requirement(s) in force from time to time in Australia and in any jurisdiction worldwide which apply to a member of the Rabobank Group. These include, without limitation, FATCA and anti money laundering legislation.

"Business Day" means a day which is not a Saturday or Sunday, or a public or bank holiday in New South Wales.

"Depositor" means the Applicant who is making the FMD deposit who may or may not necessarily be the "Owner" of the FMD deposit.

"FATCA" means the United States' Foreign Account Tax Compliance Act.

"FMD" means a Farm Management Deposit

"Long-term FMD" means a FMD with a fixed term of between 1 year and 2 years and a fixed interest rate for the term if held to maturity.

"Nominated Account" means the account you have specified in writing to be the account to which interest on all of your FMDs is to be paid, and the account nominated cannot be a FMD account.

"Owner" has the meaning given by section 393 25 of the Income Tax Assessment Act 1997 (Act), and is:

- an individual who carries on in Australia a primary production business otherwise than as a trustee of a trust estate; or
- a partner (not being a company) in a partnership that carries on in Australia a primary production business; or
- a beneficiary (not being a company) who is presently entitled to a share of the income of a trust estate where the trustee carries on in Australia a primary production business.

"Primary production business" has the meaning given by subsection 995-1(1) of the Income Tax Assessment Act 1997.

"Rabobank" means Rabobank Australia Limited ABN 50 001 621 129 AFSL 234 700.

"Rabobank Group" includes Coöperatieve Rabobank U.A. and its related entities.

"Short-term FMD" means a FMD with a fixed term of between 1 month and 11 months and a fixed interest rate for the term if held to maturity.

"Variable FMD" means an FMD that has no fixed term and has a variable.

"Website" means the Rabobank website www.rabobank.com.au



Rabobank

Financial Services Guide

Talk to the world's leading food and agribusiness bank

April 2017

Rabobank Australia Limited

ABN 50 001 621 129 AFSL 234 700

Australian Credit Licence 234 700

To contact your nearest branch
please call 1300 30 30 33

www.rabobank.com.au

This Financial Services Guide ("FSG") is intended to assist you in deciding whether to use any of the financial services we can provide to you. It provides information regarding certain basic matters including our charges, the products and services provided by Rabobank, and what you can do if you have a complaint about our services.

You should also be aware that you may be entitled to receive a Statement of Advice ("SoA") where we provide you with personal advice. This will contain the advice, the basis on which it is given and information about fees and any relationships that may have influenced the advice. You will not receive a SoA where the product provided is a Basic Deposit Product.

A Product Disclosure Statement ("PDS") will be provided to you when Rabobank offers to issue a product to you or issues a product to you (other than a basic deposit product). A PDS contains information about the product including: the Terms and Conditions; risks associated with the product and the costs, fees, charges associated with the product.

When Rabobank offers to issue a basic deposit product to you or issues a basic deposit to you, it will provide you with the Terms and Conditions / Conditions of Use, fees, charges and costs associated with the basic deposit product.

Provider of the services

The services are provided by:

Rabobank Australia Limited ("Rabobank") Darling Park Tower 3
201 Sussex Street, Sydney NSW 2000

Phone: 1300 30 30 33

Website: www.rabobank.com.au

Rabobank Australia Limited holds Australian Financial Services Licence ("AFSL") Number 234 700.

Products and services that Rabobank is licensed to provide

Under its AFSL, Rabobank is authorised to

- provide financial product advice in

- deposit and payment products including:
 - basic deposit products
 - deposit products other than basic deposit products
 - non-cash payment products
- derivatives; and
- foreign exchange contracts.
- deal in
 - deposit and payment products including:
 - basic deposit products
 - deposit products other than basic deposit products
 - non-cash payment products
 - derivatives;
 - foreign exchange contracts; and
 - securities.
- make a market for
 - foreign exchange contracts and
 - derivatives

Products and services provided by Rabobank

Rabobank provides

- Cash Management Accounts
- Call Deposits
- Term Deposits
- Farm Management Deposits
- Structured Deposits
- Derivatives including
 - Over the Counter Agricultural Commodity Derivatives
 - Foreign Exchange Contracts
 - Exchange Traded Futures and Options to retail and wholesale customers.

In providing these services, Rabobank is the issuer of the products.

Rabobank is also a co-issuer of Debt securities available only to wholesale investors.

In addition to products and services provided under the AFSL, Rabobank provides:

- Line of Credit Facility
- Seasonal finance
- Harvest Loan
- Term Loan (SMSF)
- Credit cards

In providing services relating to Derivatives, we only provide advice regarding the products available and the costs of entering into these contracts. We do not obtain full personal information and the advice provided is therefore limited in scope and we are not able to provide advice regarding a full range of products that may be applicable to your circumstances.

Rabobank offers additional services through *RaboDirect.com.au*. Information regarding these services can be found at *www.RaboDirect.com.au*

Rabobank may, as a mere referrer, refer you to Achmea Australia for general insurance products and can provide you with the relevant contact details of the relevant product issuer.

How Rabobank is paid for the service provided

Rabobank may charge fees for services provided. Details regarding the calculation of fees are included in Product Disclosure Statements or Terms and Conditions / Conditions of Use and any Fee Schedules associated with the product.

In issuing Over the Counter derivatives and foreign exchange products, Rabobank receives a benefit from the margin, being the amount above the cost of sourcing the product.

Rabobank employees are remunerated by annual salary. Employees may be entitled to receive an annual bonus, which may depend on the overall performance of the Rabobank Australia Group. Whether employees receive such a benefit will depend on a number of performance related factors. It is not possible to determine at any given time whether or not an employee will receive such a benefit or to quantify the amount. The amount is not directly attributable to any particular product an employee has given advice on.

Achmea Australia

Where Rabobank acts as mere referrer and refers you to Achmea Australia for general insurance advice and services, and you choose to take out cover with Achmea Australia, Rabobank will receive a referral fee from Achmea equal to 5% of the on-going premium (excluding any taxes and charges) paid by you to Achmea for products and services provided. Your arrangement will be with Achmea Australia directly and not Rabobank. Details of the payments to Rabobank for these insurance products are also in the Product Disclosure Statement for the Achmea Australia insurance products, available from Achmea Australia at *www.achmea.com.au* or by calling 1300 724 214.

Information Rabobank maintains

We maintain copies of any correspondence with you in relation to advice and information provided regarding transacting in futures and options. If you wish to examine this information, you should

contact us and we will make arrangements for you to do so.

We are committed to implementing and promoting a privacy policy which will ensure the privacy of any personal information we may obtain from you. A copy of our privacy policy is available at our website *www.rabobank.com.au*

Providing instructions to Rabobank

You may specify how you would like to give us instructions. For example by telephone, fax or in writing.

Where we provide an execution-related telephone advice, you may request a record of the advice provided where you have not already received such a record. A request for a record can be made to your contact at Rabobank.

Making a complaint

Rabobank has established procedures to ensure complaints are resolved in a timely manner. We have a number of different options you can use.

Contact our Client Services Unit

Our Client Services specialists will endeavour to resolve your complaint promptly. Where they are unable to, the matter will be escalated until resolved. You can contact them by :

- **Email:** Send an email to *sydney.client.services@rabobank.com* including your name, address and contact details as well as your complaint and what action you have taken.
- For security reasons PLEASE DO NOT provide any confidential or account specific information via email. Communications via email that are not encrypted are not secure.
- **Mail:** Write a letter including the above details and send it to Client Services Manager
Rabobank
GPO Box 4577
Sydney NSW 2001
- **Fax:** The above details to 02 8115 1016
- **Phone:** Call our Client Services Unit anytime between 8 am and 6 pm (Sydney Time), Monday to Friday on freecall 1800 025 484.

Call or visit your local branch

Speak directly to your rural manager or contact your local Rabobank branch (phone 1300 30 30 33 to speak with your nearest branch). Often a discussion with a staff member who is familiar with your account history can provide a quick resolution.

If you are still not satisfied or if you are not comfortable raising your concerns with your rural manager, you can ask to speak to a regional manager.

How your complaint will be handled

For matters that can't be resolved immediately, we aim to provide you with a resolution within 21 days of the day you raise the matter with us or that we need more time. If we need more time, we may take up to 45 days to provide you with a resolution. In some exceptional circumstances, we may take more than 45 days but, in these circumstances, we will inform you of the reasons for the delay, provide you with monthly updates and specify a date by which we will provide you with a resolution.

If you are dissatisfied with any resolution we propose, you can:

- request to have your matter referred internally to the Customer Advocate who will independently assess your complaint, our response to date and whether any other resolution can be reached; or
- refer your complaint to the Financial Ombudsman Service (FOS), an external dispute resolution provider, if you are not satisfied with our proposed resolution (or 45 days have passed since you lodged your complaint).

If you first ask the Customer Advocate to review your matter, this will not impact your ability to subsequently refer your complaint to FOS.

Certain criteria apply regarding disputes that FOS can consider. For more information, refer to the "How to Resolve your Dispute" brochure from www.fos.org.au under the headings "Publications" then "Brochures" then "Banking & Finance".

FOS can be contacted by:

- **Phone:** 1800 367 287
- **Fax:** 03 9613 6399
- **Post:** GPO Box 3, Melbourne VIC 3001
- **Email:** info@fos.org.au

The Australian Securities and Investments Commission (ASIC) also has a free call Infoline on 1300 300 630 which you can use to make a complaint and obtain information about your rights.