



## Remediation - Offset Account Fees

Please be aware we have undertaken a review of Offset Accounts linked to a Loan and identified that some fees were incorrectly charged and not in accordance with the Terms and Conditions.

These fees were charged between **29 March 2021** and **30 April 2024**.

### What are we doing about it?

We will contact every adversely impacted customer to advise them of the error and the refund they will be receiving. Refunds will be credited to a Bendigo and Adelaide Bank account where possible. If there is no open account, the customer will be asked to provide alternate bank account details to receive their refund. Some customers may receive a cheque.

Impacted customers will be refunded on **28 October 2024**.

### What do I need to do?

Customer queries please contact the Remediation Support Team	E: <a href="mailto:RemediationTeam@bendigoadelaide.com">RemediationTeam@bendigoadelaide.com</a> P: 1800 497 200 9:00am to 5:30pm (AEDT) Monday to Friday (excluding National public holidays)
Your queries please contact Third Party Banking Support	TPB Operations Support Mailbox E: <a href="mailto:tpboperationssupport@bendigoadelaide.com.au">tpboperationssupport@bendigoadelaide.com.au</a>

Regards,



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connectivehomeloans.com.au | info@connectivehomeloans.com.au | 1800 762 053

C2 - Internal Use

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If you have received this message in error, we would appreciate an immediate notification via e-mail to ContactUs@bendigoadelaide.com.au or by phoning 1300 BENDIGO (1300 236 344), and ask that the e-mail be permanently deleted from your system.

Bendigo and Adelaide Bank Limited ABN 11 068 049 178

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