

The **RedZed Offset Sub-Account (OSA)** is available on all RedZed Residential and Commercial loan products, excluding SMSF loans and RedZed Solutions. There are **no additional RedZed setup fees or ongoing service fees** for an Offset Sub-Account.



HOW IT WORKS

- The OSA is linked to an individual RedZed loan or loan split.
- Money held in the OSA can reduce the interest charged on the linked loan.
- Extra money paid into your loan can either stay in the loan as redraw or be transferred into your Offset Sub-Account.
- RedZed loans can have **up to three loan splits**, and you can choose to have a **separate OSA linked to each loan split**.
- The OSA is optional — you can choose to opt in or opt out at any time.
- Using an OSA does **not** change your minimum loan repayment. Your repayments stay the same under your loan agreement.



ACCESSING YOUR MONEY

The OSA is **not** a deposit or transaction account. Customers can access available OSA funds using:

- **BPAY**
- **Pay Me** — payments to the direct debit account linked to the loan
- **Pay Anyone** — payments to any BSB and account number (payment timing depends on the receiving financial institution)

A few important things to know:

- Money cannot be paid directly into the OSA — payments must go into the linked loan.
- Scheduled loan repayments cannot be made from the OSA and must come from your nominated external bank account.
- Payments between RedZed loan accounts or between linked OSAs are not permitted.
- The OSA does not provide ATM access, EFTPOS, debit cards, or digital wallets (e.g. Apple Pay, Google Pay).



ACCESS CONDITIONS

You can request access to Offset Sub-Account funds provided:

- The loan is not in arrears or default.
- The loan redraw feature has not been cancelled or suspended.
- No loan discharge or offset closure request has been received.
- There are no other conditions, requirements or restrictions applicable under the loan contract.

Additional access restrictions may be applied by third parties (including merchants, BPAY billers or other financial institutions) or by RedZed where we reasonably consider these are:

- required by law or applicable codes of conduct;
- required for our risk management;
- are suspect transactions; or
- required under our funding arrangements.



PAYMENT LIMITS

The following daily limits apply by payment type:

- Minimum payment amount: **\$100**
- **\$20,000** – BPAY
- **\$10,000** – Pay Anyone
- **Pay Me*** – customers may request withdrawal of up to the full available OSA balance

Daily limits reset at midnight AEST/AEDT.



VIEWING AND MANAGING YOUR ACCOUNT

You can view your loan and OSA balances and transactions at any time via:

- **RedZed Connect web portal**
- **RedZed Connect mobile app**

Statements showing both loan and OSA activity are issued **half-yearly on 30 June and 31 December**.

***NOTE:** Requests to withdraw amounts above \$20,000 may require review by RedZed Client Services during business hours. Funds are generally received within **48 hours**, subject to bank processing times.



OTHER IMPORTANT INFORMATION

- RedZed is not an Authorised Deposit-taking Institution.
- The OSA does not earn interest.
- The OSA forms part of your loan, and customers may wish to seek independent tax advice.
- Customers with multiple borrowers or guarantors may be eligible for a *Anyone-to-Authorise* payment authority, subject to terms in the OSA Request Form.
- You can opt out of an OSA by contacting RedZed Client Services on **1300 722 462** or clientservices@redzed.com
- The terms and conditions of the OSA are in the Offset Sub-Account Request Form – if there is any inconsistency between this Guide and that Form, then the terms and conditions in the Form apply for any inconsistency.