

NOTICE OF CHANGE

Important updates to our product terms and conditions

We're updating our product terms and conditions, effective **9 February 2026**. These changes apply to any joint accounts, savings accounts, home loan packages, and credit cards you hold with us.

We've also updated our Privacy and Credit Reporting Policy and strengthened the measures we take to keep you safe and ensure a secure banking environment for all members.

Read on for more information about these changes and what they mean for you.

What's changing

New consent requirement for closing joint accounts

For fairness and greater transparency, all joint account holders will need to agree and consent for a joint account to be closed.

Read more about joint accounts in our [Conditions of Use – Accounts and Access](#).

Updated eligibility for Starter Saver accounts

As of 1 September 2025, we've expanded access to Starter Saver to help more members on their savings journey.

To be eligible to open a Starter Saver, you must be under 30 years of age or a student of any age studying either full or part-time at an Australian university at the time of account opening.

This has been updated in our [Conditions of Use – Accounts and Access](#).

Changes to the Your Way Plus Home Loan

We've updated the [Package Terms and Conditions](#) that apply if you take out a Your Way Plus Home Loan.

The updated conditions state that we may sometimes waive or reduce fees, including the Package Fee, at our discretion. This doesn't change the Package Benefits you're entitled to and it doesn't mean the fee will be waived again in future.

Our [Fees and Charges](#) have also been updated to clarify that we may waive or reduce any fee listed. Unless the waiver is a published product benefit, it doesn't mean the fee will be waived again in future.

Cash advances for credit cards

When withdrawing cash from your credit card account either by using a card or via Mobile Wallet, you'll need to enter your PIN to complete the transaction.

See our updated [Credit Card Terms and Conditions](#) for more information.

We've also updated our [Fees and Charges](#) to confirm that cash advances made using Mobile Wallet will attract the cash advance fee.

Protecting you from harm

We're committed to protecting all members from harm and helping to prevent financial abuse through the products and services we offer.

Our [Conditions of Use – Accounts and Access](#) has been updated to outline what we're doing to create a safe banking environment.

These changes make clear that our products and services must never be used for any form of abuse or harm. It also explains what we may do to protect you and others if we identify unacceptable conduct – including harassment or threats to you, our staff or others – and how we can help if you're affected.

Changes to privacy

We're making changes to explain how we use your personal information to communicate with you regarding products and services you might be interested in. These changes do not affect your existing privacy or marketing preferences.

See our [Privacy and Credit Reporting Policy](#) for more information on how we use and protect your personal information for direct marketing.

An update on our proposed merger with Australian Mutual Bank

Last year we announced our proposal to merge with Australian Mutual Bank to create an even stronger bank.

Just like us, Australian Mutual Bank is member owned with a rich history providing ethical and sustainable banking services to its communities.

The proposed merger will create a stronger, more resilient bank that's 100% member owned.

Please read the [frequently asked questions](#).

You can also view our updated terms and conditions on fmbank.com.au/important-information/terms-and-conditions

We're here to help

If you have any questions, please send us a secure in-app message anytime, or call our Australian-based Contact Centre at **1800 800 225** from **8am to 7pm weekdays**, and **9am to 3pm Saturdays**.

As the year comes to a close, we'd like to thank you for your continued trust and support. From all of us at Firefighters Mutual Bank, we wish you a wonderful holiday and look forward to helping you in 2026.

Kind regards,

The Firefighters Mutual Bank Team