



2 July 2023



SCLIVETHORPE PTY. LTD. ACN 630 034 632 ATF Banthorpe Super Fund  
42 Symon Cres  
SAINT HELENA VIC 3088

### Your contacts

E [info@ampbanking.com.au](mailto:info@ampbanking.com.au)  
W [amp.com.au](http://amp.com.au)  
T 13 30 30 F 1300 555 503  
AMP Bank  
Reply Paid 79702 Parramatta NSW 2124

### Account details

BSB	ACCOUNT NUMBER
939 200	604716864

## AMP SuperEdge Cash Account

### Account summary

Account name	SCLIVETHORPE PTY. LTD. ACN 630 034 632 ATF Banthorpe Super Fund
Statement period	1 June 2023 - 30 June 2023
Statement number	14

### Transaction details

Date	Transaction description	Debits \$	Credits \$	Balance \$
	Opening balance			0.00 cr
	Closing balance			0.00 cr
<b>Total</b>		<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00 cr</b>

### Interest details

Interest period	Interest earned	Interest charged
This financial year	\$0.00	\$0.00
This statement period	\$0.00	\$0.00

### If you want to dispute any transactions on your account

You should always check the transactions on your statement to make sure they're correct. If you'd like to dispute a transaction, contact us at [info@ampbanking.com.au](mailto:info@ampbanking.com.au) or on 13 30 30. You can also refer to our **Account access and operating terms and conditions**. It outlines our internal dispute resolution process and includes other details about using your account. You can get a copy at [amp.com.au/bankterms](http://amp.com.au/bankterms) or by calling us.

### Dispute Resolution

We have a free dispute resolution mechanism that covers complaints you may have. You can access this by lodging a complaint at [amp.com.au/support/complaints](http://amp.com.au/support/complaints), by calling us or by writing to us at AMP Bank, Locked Bag 5059, Parramatta NSW 2124. We are also a member of the Australian Financial Complaints Authority, a free dispute resolution service.

## Helping you keep your account safe and secure

We take the security of your account very seriously. It's important that you keep your Devices (such as your AMP Bank Access Card) and your Security Access Codes (such as your PIN, TelePIN, answers to secret questions, user names and passwords) safe and secure.

- Don't disclose any of your Security Access Codes to anyone.
- Choose Security Access Codes that are unique and difficult to guess. If you need to keep a record, protect it by disguising it, storing it in a safe place and separate from your Devices.
- Don't select a numeric pass code that represents your birth date, or an alphabetical pass code that is a recognisable part of your name.
- Avoid using shared computers such as internet cafes and libraries for online banking and change your password regularly.
- Check your accounts regularly for unauthorised transactions.

If you suspect that someone may know your Security Access Codes or you don't recognise a transaction, call us immediately on 13 30 30. Go to [amp.com.au/securityguidelines](https://amp.com.au/securityguidelines) for more information on keeping your account safe and secure and liability for an unauthorised transaction.

If you use the 'credit' button, purchase goods online or over the phone or transact using contactless methods on an AMP Visa Debit Card, you may be eligible for a chargeback. Visit [amp.com.au/bankdisputes](https://amp.com.au/bankdisputes) for more information.

## Make a green statement

As we're an online bank, we invite you to join us in going paperless.

If you switch to get your bank statements and other correspondence from us in My AMP, you can keep things private and secure, as well as having everything in one place.

## Current interest rates

For details of the current interest rates go to [amp.com.au](https://amp.com.au) or call us on 13 30 30.

## AMP Access Account – basic features available to eligible concession card holders

AMP Access Account – Basic Features, is available to eligible customers who hold one of the following Commonwealth government concession cards: Commonwealth Seniors Health Card, Health Care Card, or Pensioner Concession Card. Please visit [amp.com.au](https://amp.com.au) or call us on 13 30 30 for more information. Terms and conditions apply. Before making a decision about this product you should consider the terms and conditions, available at [amp.com.au/bankterms](https://amp.com.au/bankterms) or on 13 30 30.

## **Beware of scams and adopt safeguards**

Scams continue to rise at an alarming rate and can have devastating financial and emotional impacts. Recent data breaches which may have exposed personal information such as name, mobile and email addresses add to the risk of scammers contacting you. It is important that you remain vigilant and report any suspicious activity to us by calling 13 30 30 (Option 5).

We recommend that you enable push notifications on My AMP app or SMS withdrawal notifications for your AMP accounts. This will alert you of any potentially unauthorised activity on your accounts.

You can adopt the following safeguards to protect your online identity:

- Never give anyone remote access to your phone, computer or online bank accounts;
- Enable 2 factor authentication for email accounts, online banking and any other websites or apps payments are made from;
- Regularly monitor account activity and report any unauthorised activity;
- Never provide your personal details to anyone who contacts you by phone, especially unsolicited calls; and
- Take care when responding to emails and SMS, even if it seems genuine.

Stay alert and safe online, check out our security tips at: [www.amp.com.au/banksecurity](https://www.amp.com.au/banksecurity)

## **New Payments Platform - Real Time Payments**

AMP Bank has connected to the New Payments Platform (NPP), enabling our customers to send and receive eligible payments in near real-time. For more information, visit <https://www.amp.com.au/banking/ways-to-bank/new-payments-platform>

## **Notice of removal of Customer Advocate escalation process**

From 1 July 2023, if you make a complaint and you aren't satisfied with the outcome of our internal dispute resolution process, you will no longer be able to ask the AMP Customer Advocate to review your complaint. If your complaint has not been resolved to your satisfaction, you can refer your complaint to the Australian Financial Complaints Authority (AFCA). For more information, visit <https://www.amp.com.au/support/complaints>

## **Product information**

Further information is available on request by calling us on 13 30 30.

## **Statement Errors**

Sometimes we make mistakes. Please check this statement carefully and if you think there is an error please tell us by calling 13 30 30.