

## Availability of payments services to individuals and businesses provided by Macquarie Bank Limited

### Payment Services - Q3 2023

	Withdraw /Deposit cash at an ATM	Transact over-the-counter in a branch	Make card payments (cardholders)	Accept card payments (businesses)	Access accounts using online banking (web browser or mobile device app)	Make/receive account transfers – fast payments	Make/receive account transfers – next business day
Service availability %	NA*	NA*	100%	100%	99.93%	99.91%	100%
Significant outages due to problems at MBL	NA*	NA*	0:00	0:00	1:30	2:00	0:00
Significant outages due to problems at system-wide infrastructure or natural disasters	NA*	NA*	0:00	0:00	0:00	0:00	0:00

\*Not required for MBL to report as per RBA requirements

Description of services and metrics	
<b>Service availability %</b>	The actual amount of time that the service is not experiencing a <i>significant</i> outage, as a proportion of the amount of time during which the service was planned to be available in the quarter. Planned available time excludes planned outages (e.g. for system maintenance)
<b>Significant outage</b>	Unplanned unavailability of a service that meets minimum thresholds for duration and the proportion of customers affected
<b>System-wide infrastructures</b>	Includes payment systems provided by the RBA, card schemes and other central payment system infrastructure; electricity network; and provider of telecommunications network links to [Name of FI brand]'s operating or data centres
<b>Withdraw/deposit cash at ATM</b>	Ability to withdraw or deposit cash, and check account balance, at a [Name of FI brand]-branded ATM. Excludes issues relating to the cardholder's card
<b>Transact over-the-counter at a branch</b>	Ability to withdraw or deposit cash, or initiate account transfers or make bill payments over-the counter in a branch. Excludes the ability to draw and deposit cheques. Excludes Bank@Post outlets
<b>Make card payments (cardholders)</b>	Ability to use a [Name of FI brand]-branded debit, prepaid or credit card to make a payment either in-store, on a mobile device (e.g. through an app) or online. Outages exclude problems with the business' payments acceptance device or payments provider, or a customer's mobile device
<b>Accept card payments (business)</b>	Ability of the businesses using the payment services [Name of FI brand] to accept card payments, either at point-of-sale- or online/in-app. Outages exclude problems with the cardholder's bank or payment acceptance devices that are not provided by [Name of FI brand]
<b>Access accounts using online banking (web browser or mobile device app)</b>	Ability to log in, transfer between own accounts at [Name of FI brand], initiate payments and/or view accurate and up to date account information. Excludes the ability to process payments, which is covered in 'make/receive account transfers - fast payments' and 'make/receive account transfers - next business day'
<b>Make/receive account transfers - fast payments</b>	Ability of [Name of FI brand] to process fast bank account transfers. This includes account-to-account transfers (Pay Anyone) and to PayID, and other one-off scheduled payments (for example, direct debits and payroll payments by businesses) made through NPP/Osko. Outages exclude the inability for customers to initiate transfers due to unavailability of web or app banking channels, or a branch
<b>Make/receive account transfers - next business day</b>	Ability of [Name of FI brand] to process bank account transfers, with funds becoming available to the recipient on the next business day or later. Includes account-to-account transfers (Pay Anyone) and scheduled payments (for example, direct debits, and payroll payments by businesses) not made as fast payments through NPP/Osko, and BPAY payments. Outages exclude the inability to initiate payments due to unavailability of web or app banking channels, or a branch