

COMPETITION AND CONSUMER ACT 2010

Section 56GD(2)

Exemption from provisions of the *Competition and Consumer (Consumer Data Right) Rules 2020*

1. The Australian Competition and Consumer Commission (the Commission), pursuant to section 56GD(2) of the *Competition and Consumer Act 2010* (the Act), hereby

(i) exempts

Heartland Bank Australia Limited (ACN 087 651 750)

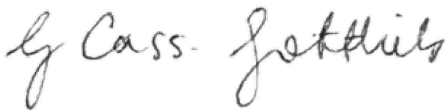
as a data holder, from the following provisions of the *Competition and Consumer (Consumer Data Right) Rules 2020* (the Rules):

- (a) Rule 1.12 of Part 1 (the obligation to provide a product data request service)
- (b) Rule 1.13(1) of Part 1 (the obligation to provide a consumer data request service)
- (c) Rule 1.15(1) and (5) of Part 1 (the obligation to provide a consumer dashboard and an additional online service if the consumer data request is a secondary user of an account)
- (d) Rule 2.4(3) of Part 2 (the obligation to disclose required product data in response to a product data request)
- (e) Rule 3.4(3) of Part 3 (the obligation to disclose required consumer data in relation to a consumer data request made by an eligible consumer)
- (f) Rule 4.5(3) of Part 4 (the obligation to ask a consumer to authorise the disclosure of any requested required consumer data)
- (g) Rule 4.6(4) of Part 4 (the obligation to disclose required consumer data in relation to a consumer data request by an accredited person)
- (h) Rule 4.27 of Part 4 (the obligation to update a consumer dashboard after required information to be contained on the dashboard changes)
- (i) Rule 4A.5(2) of Part 4A (the obligation to provide disclosure options for joint accounts)
- (j) Rule 4A.6(1) of Part 4A (the obligation to provide disclosure option management service for joint accounts)
- (k) Rule 4A.13(1) of Part 4A (the obligation to provide a consumer dashboard for joint account holders)
- (l) Rule 4A.14(2) and (3) of Part 4A (the obligations to provide notifications for consumer data requests on joint accounts)

to the extent that they would apply to the CDR data described in clause 2 of this instrument.

- (ii) revokes the exemption from provisions of the Rules granted to Challenger Bank Limited on 10 August 2023.
2. For the purposes of clause 1(i), the CDR data that is the subject of this instrument is required product data and required consumer data in respect of reverse mortgage products offered by Heartland Bank Australia Limited.
 3. This exemption applies until 30 June 2027.
 4. In this instrument of exemption, the terms used have the meanings given in the Rules and the Act.

Dated: 15 November 2024

A handwritten signature in black ink, appearing to read "Gina Cass-Gottlieb". The signature is written in a cursive, flowing style.

Gina Cass-Gottlieb
Chair
Australian Competition and Consumer Commission