

# Things you should know

## Notification of changes to Fees & Charges

Teachers Mutual Bank Limited notifies we have made the following changes to our Fees and charges. The changes add a new Break fee for Personal Loans which is effective 1 July 2019, whilst all other changes are effective 1 August 2019.

A full updated version of our Fees and charges brochure will be available on our website or on request from 1 August 2019.

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### Part A: Introduction of new fees

| No. | Description of New Fee  | New Fee Amount  |
|-----|---|---|
| 1   | <b>Break fee Personal Loans</b><br>Payable on early repayment i.e. during fixed rate period: <ul style="list-style-type: none"><li>• You repay the loan in full</li><li>• You repay part of the loan</li><li>• You switch from this loan type to another loan</li></ul> | At cost.<br>Please refer to clause 3B of the Consumer Lending terms and conditions for details of how this fee is calculated. |
| 2   | <b>External valuation fee</b><br>Payable when we require our external valuers to conduct a valuation of the security property.  | \$330   |
| 3   | <b>Cheque dishonour at Bank@Post.</b><br>Payable when your cheque is dishonoured when deposited via Bank@Post.  | \$22  |

## Part B: Increases to existing fees

| No. | Current Description of Fees | Current Fee | New Description of Fees (in bold) | New Fee |
|-----|-----------------------------|-------------|-----------------------------------|---------|
|-----|-----------------------------|-------------|-----------------------------------|---------|

### Transaction fees

|   |  |        |  |        |
|---|--|--------|--|--------|
| 1 | Bank@Post™ withdrawals<br>Each cash withdrawal through Bank@Post™ facility at Australia Post outlets   | \$2.50 | Bank@Post™ <b>deposits and withdrawals.</b><br>Each deposit and withdrawal through Bank@Post™ facility at Australia Post outlets   | \$2.70 |
| 2 | Cash advances Visa Debit card cash advances at other financial institutions in Australia and overseas. Individual bank branches may not offer this service and may charge additional fees (at cost). | \$4.00 | <b>Cash advances</b> Visa Debit and <b>Visa Credit</b> card cash advances at other financial institutions in Australia and overseas. Individual bank branches may not offer this service and may charge additional fees (at cost). | \$4.50 |

### Payment services

|   |  |      |   |      |
|---|--|------|---|------|
| 3 | Cheque books<br>• Book of 25   | \$5  | Cheque books<br>• Book of 25                              | \$14 |
| 4 | Financial institution cheque<br>Issue fee for each cheque drawn                | \$3  | Bank cheque<br>Issue fee for each cheque drawn            | \$10 |
| 5 | Bank cheque (drawn on National Australia Bank)<br>• Issue (NAB charge is \$12) | \$15 | Bank cheque (drawn on National Australia Bank)<br>• Issue | \$20 |

### Overseas transactions (Cards)

|   |   |                                     |                          |                                     |
|---|---|-------------------------------------|--------------------------|-------------------------------------|
| 6 | <b>ATM withdrawals overseas</b>   | \$4                                 | No change to description | \$4.50                              |
| 7 | <b>International conversion fee</b><br>• Applicable for Visa Debit card and Credit Card | 2.45% of transaction value in \$AUD | No change to description | 2.90% of transaction value in \$AUD |

| No. | Current Description of Fees | Current Fee | New Description of Fees (in bold) | New Fee |
|-----|-----------------------------|-------------|-----------------------------------|---------|
|-----|-----------------------------|-------------|-----------------------------------|---------|

### Loans and overdrafts

|    |   |         |  |  |
|----|---|---------|--|--|
| 8  | <p><b>Top up fee</b></p> <p>Fee applies to home loan limit increases.</p> <p>Fee includes:</p> <ul style="list-style-type: none"> <li>• 1 valuation</li> <li>• 2 title searches</li> </ul>  | \$300   | <p><b>Top up fee</b></p> <p>Fee applies to home loan limit increases.</p> <p>Fee includes:</p> <ul style="list-style-type: none"> <li>• <b>1 automated valuation model or desktop valuation</b></li> <li>• 2 title searches</li> </ul>   | \$390  |
| 9  | <p><b>Break fee (Home Loans)</b></p> <p>Payable on early repayment i.e. during fixed rate period:</p> <ul style="list-style-type: none"> <li>• You repay the loan in full</li> <li>• You repay part of the loan</li> <li>• You switch from this loan type to another loan type</li> </ul> | At cost | No change to description   | At cost.<br><b>Please refer to clause 3B of the Consumer Lending terms and conditions for details of how this fee is calculated.</b> |
| 10 | <p><b>Establishment fee</b></p> <p>Fee includes:</p> <ul style="list-style-type: none"> <li>• Cost of preparing standard documents</li> <li>• 1 valuation</li> <li>• 3 title searches</li> </ul>  | \$600   | <p><b>Establishment fee</b></p> <p>Fee includes:</p> <ul style="list-style-type: none"> <li>• Cost of preparing standard documents</li> <li>• <b>1 automated valuation model or desktop valuation</b></li> <li>• 3 title searches</li> <li>• <b>Settlement attendance</b></li> </ul> | \$600  |
| 11 | <p><b>Additional valuation and administration fee</b></p> <p>Fee applies to each additional valuation required and includes our costs of the valuation together with our administration costs</p>   | \$250   | <p><b>Additional valuation and administration fee</b></p> <p>Fee applies to each additional <b>external</b> valuation required and includes our costs of the valuation together with our administration costs</p>  | \$330  |

| No. | Current Description of Fees | Current Fee | New Description of Fees (in bold) | New Fee |
|-----|-----------------------------|-------------|-----------------------------------|---------|
|-----|-----------------------------|-------------|-----------------------------------|---------|

### Loans and overdrafts (continued)

|    |  |       |                          |       |
|----|--|-------|--------------------------|-------|
| 12 | <p><b>Security fee</b></p> <ul style="list-style-type: none"> <li>Variation of security fee</li> </ul> <p>Payable for preparing and lodging a change of name on a certificate of title, swapping a security, lodging notice of death, plan of subdivision etc. (this doesn't include lodgement fees charged by the Government)</p> | \$75  | No change to description | \$120 |
| 13 | <p><b>Construction loan administration fee</b></p> <p>Payable for the administration of unlimited progress payments or inspections per construction loan</p>   | \$250 | No change to description | \$450 |

### Other fees

|    |   |       |   |       |
|----|---|-------|---|-------|
| 14 | <p><b>Dormancy</b></p> <p>An annual charge to maintain an account where there has been no transaction for 12 months and we have been unable to contact you</p>  | \$10  | <p><b>Inactive client administration fee</b></p> <p>An annual charge to maintain an account where there has been no member initiated transaction for 12 months and we have been unable to contact you.</p> <p>(NB Heading only changed fee remains \$10)</p>        | \$10  |
| 15 | <p><b>Rewards Package</b></p> <p>Annual fee is debited from the Everyday account when your Rewards Package application is first approved and then every 12 months after, until your Rewards Package is cancelled.</p> | \$200 | <p>Rewards Package</p> <p><b>(New loans after 1 August 2019)</b></p> <p>Annual fee is debited from the Everyday Direct account when your Rewards Package application is first approved and then every 12 months after, until your Rewards Package is cancelled.</p> | \$300 |

## Part C: Reduction of existing fees

| No. | Current Description of Fees  | Current Fee | New Fee |
|-----|--|-------------|---------|
| 1   | <b>Direct debit</b><br>When there are insufficient funds to meet a direct debit and the request is returned unpaid   | \$8         | \$0.25  |
| 2   | <b>Payments</b><br>There will be 5 attempts to meet requested transfers and payments (includes future dated BPAY®s and all third party payments). The fee applies only to the 3rd, 4th and 5th unsuccessful attempts on recurring payments and cancelled on the 5th unsuccessful attempt | \$10        | \$2     |
| 3   | <b>Cheque dishonour</b><br>Payable when there are insufficient funds to meet your cheque and it has been returned unpaid   | \$13        | \$8.50  |
| 4   | <b>Switch fee</b><br>Payable when you convert to another loan product other than at the end of any fixed rate or interest only period  | \$200       | \$120   |

## Part D: Removal of existing fees

Note: All the listed fees below will be removed effective from 1 August 2019

| No. | Current Description of Fees   | Current Fee |
|-----|---|-------------|
| 1   | <b>Staff assist fee</b><br>Payable on the Everyday Direct account for staff assisted enquiries and transactions   | \$3         |
| 2   | <b>Online Saving accounts</b><br><b>Staff assist fee</b><br>Payable for staff assisted enquiries and transactions   | \$3         |
| 3   | <b>Stop payment</b><br>Applies when your stopped cheque is presented  | \$13        |
| 4   | <b>Stop financial institution cheque</b> <ul style="list-style-type: none"> <li>• If sent by post and has not been received:           <ul style="list-style-type: none"> <li>&gt; within 7 days from date of issue</li> </ul> </li> <li>• If lost</li> </ul> | \$4<br>\$4  |

## Part D: Removal of existing fees continued

| No. | Current Description of Fees   | Current Fee                       |
|-----|---|-----------------------------------|
| 5   | <b>Bank cheque</b> (drawn on National Australia Bank) <ul style="list-style-type: none"> <li>• Replacement</li> <li>• Repurchase</li> </ul>   | \$25<br>\$20                      |
| 6   | <b>Cheque dishonour</b> <ul style="list-style-type: none"> <li>• Payable when a cheque deposited to your Credit Card account is dishonoured</li> </ul>  | \$10                              |
| 7   | <b>Out of date card details</b><br>Payable if you have set up a recurring debit with another organisation and have not advised them of a change to your card number   | \$20                              |
| 8   | <b>Visa voucher</b><br>Payable for a disputed transaction which proves to be valid  | \$25                              |
| 9   | <b>Emergency Credit Card and Visa Debit card cash request and/or replacement card</b><br>To replace a card or to provide foreign cash in an emergency when overseas   | \$150 per card per cash provision |
| 10  | <b>Settlement attendance fee</b><br>Where attendance is required for exchange of documents at purchase, sale or refinance of property   | \$150                             |
| 11  | <b>Documentation fee</b> <ul style="list-style-type: none"> <li>• Standard mortgage preparation and/or</li> <li>• Re-issue of documentation when a change is requested to a loan between approval and funding</li> </ul>  | \$125                             |
| 12  | <b>Cheque books</b> <ul style="list-style-type: none"> <li>• Book of 50</li> </ul> <b>Note that books of 50 will no longer be available from 1 August 2019</b>  | \$5                               |
| 13  | <b>Motor vehicle security charges</b><br>A mortgage over a motor vehicle used as a security for a loan incurs the following charges (costs are payable to the Personal Property Securities Register (PPSR)). <ul style="list-style-type: none"> <li>• PPSR searches</li> <li>• PPSR registration</li> <li>• PPSR amendment</li> </ul> | No charge<br>At cost<br>At cost   |

# Fees and charges

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# Introduction

## Who we are

Teachers Mutual Bank Limited ABN 30 087 650 459 AFSL/Australian Credit Licence 238981. In this document, "the Bank", "we", "us" and "our" means Teachers Mutual Bank Limited; and "you" means a person with one or more of our products or services.

This brochure contains our fees and charges and transaction limits on our access facilities.

In setting fees and charges, our Board of Directors are conscious that they remain fair to members to maintain owner equity, provide information that is easy to understand, ensure our fee income remains below industry average, ensure we remain competitive and continue to provide member value.

## Third party fees

Not all fees relating to Overseas Services provided by our business partners are included in this brochure. Please contact us on **13 12 21** 8am to 7pm, weekdays or 9am to 3pm, Saturday or go to our website to find out what fees are charged for these services.

Third party fees are marked with an **"\*\*"** in this brochure.

## Other State Governments' charges

When depositing interstate cheques through the National Australia Bank or Bank@Post™, other States' duties may apply and be payable at the time of the deposit.

## Timing of fees and charges

Fees and charges will be debited on the day of the transaction/service unless otherwise stated.

We will notify you of the introduction or variation of a government charge payable directly or indirectly by you, in writing, unless the introduction or variation is publicised by a government agency or representative body.

We may change the fees and charges and conditions of use which apply to your transaction and saving account(s), term deposit(s) and other associated services without your consent. For notification periods refer to our Conditions of use - Accounts and access document.

We may, in our sole discretion, waive a fee upon any incidence of it being incurred, without prejudice to our right to charge that fee or any other on any subsequent occasion that it is incurred.

# Transaction fees

| Transaction account   |         |
|---|---------|
| <b>Bank@Post™ withdrawals</b><br>Each cash withdrawal through Bank@Post™ facility at Australia Post outlets   | \$2.50* |
| <b>Cash advances</b><br>Visa Debit card cash advances at other financial institutions in Australia and overseas. Individual bank branches may not offer this service and may charge additional fees (at cost).  | \$4     |
| <b>Staff assist fee</b><br>Payable on the Everyday Direct account for staff assisted enquiries and transactions   | \$3     |
| Savings accounts  |         |
| <b>Online Saving accounts</b><br><b>Staff assist fee</b><br>Payable for staff assisted enquiries and transactions   | \$3     |
| <b>Reward Saver Account &amp; Mighty Saver Account</b><br><b>Fee free transaction limit</b><br>Number of fee free transactions per month via transfer to another Internal account <sup>1</sup>  | 1       |
| <b>Excess usage charge</b><br>Payable for each transaction after the fee free transaction limit has been reached. Fee is debited in the last week of each month or when account is closed   | \$1.50  |
| <b>Pension Advantage</b><br><b>Fee free transaction limit</b><br>Number of fee free transactions per month via: <ul style="list-style-type: none"> <li>• counter cash withdrawals</li> <li>• financial institution cheque withdrawals (fee applicable)</li> <li>• transfers to other internal accounts<sup>2</sup></li> </ul> | 4       |

1. Transfer must be from one Teachers Mutual Bank account to another Teachers Mutual Bank account or from one Firefighters Mutual Bank account to another Firefighters Mutual Bank account or from one UniBank account to another UniBank account or from one Health Professionals Bank to Health Professionals Bank.

**Excess usage charge**

Payable for each transaction after the fee free transaction limit has been reached. Fee is debited in the last week of each month or when account is closed.

\$1.50

**Transaction limits****Cash**

You may withdraw up to a maximum of \$2,000 cash per membership per day at selected Teachers Mutual Bank Limited Offices. Cash withdrawals by the account holder or a third party requires written authorisation from the account holder(s). If you require a larger amount than the maximum amount, you must give 24 hours advance verbal or written notice to the office where you wish to withdraw the amount.

**Online banking**

The daily limit of \$5,000 on electronic funds transfers to other Australian financial institutions (including BPAY® payments) is automatically applied to each account. You can change this limit to a level that meets your daily transactional needs. If you require an increase or decrease in your online banking electronic funds transfer limit, contact us or go to our website.

**Card**

Our Visa Debit card and Credit Card have transaction limits of \$1,000 per card, per day for ATM, EFTPOS and Bank@Post™ transactions. If you require an increase to your daily limit, up to \$2000, you may request this by contacting us. This is only available for members aged 18 years or older.

Visa Debit card and Credit Card also have transaction limits of up to \$100 per payWave transaction.

# Payment services

| Cheques  |           |
|--|-----------|
| <b>Cheque books</b>  |           |
| • Book of 25   | \$5       |
| • Book of 50   | \$8       |
| <b>Encashment</b>  | \$3*      |
| Payable when your cheque is cashed at a National Australia Bank (NAB) branch and paid to NAB at the time of the withdrawal |           |
| <b>Stop payment</b>  | \$13      |
| Applies when your stopped cheque is presented  |           |
| <b>Cheque trace</b>  | \$20      |
| For a trace on who received the funds  |           |
| <b>Financial institution cheque</b>  | \$3       |
| Issue fee for each cheque drawn  |           |
| <b>Stop financial institution cheque</b>   |           |
| • If stolen or returned to the office  | No charge |
| • If sent by post and has not been received:   |           |
| > after 7 days from date of issue  | No charge |
| > within 7 days from date of issue   | \$4       |
| • If lost  | \$4       |
| <b>Special clearance for cheque deposits (approximately 48 hrs)</b>  | \$15*     |
| <b>Bank cheque (drawn on National Australia Bank)</b>  |           |
| • Issue (NAB charge is \$12)   | \$15*     |
| • Replacement  | \$25*     |
| • Repurchase   | \$20*     |

Payment services continued

| <b>Other payment fees</b>   |                                     |
|---|-------------------------------------|
| <b>Electronic funds transfer</b>  |                                     |
| <ul style="list-style-type: none"> <li>• Staff assisted</li> </ul>  | \$3                                 |
| <ul style="list-style-type: none"> <li>• Online banking</li> </ul>  | Free                                |
| <b>Periodical payments</b>  |                                     |
| Set up and alterations via:   |                                     |
| <ul style="list-style-type: none"> <li>• Staff assisted</li> </ul>  | \$3                                 |
| <ul style="list-style-type: none"> <li>• Online banking</li> </ul>  | Free                                |
| <b>Tele transfer</b>  | \$20                                |
| Transfers within Australia to an account at another financial institution. Fees may also be applied by the receiving institutions and these charges may be deducted from the amounts being transferred. At cost per receiving bank* |                                     |
| <ul style="list-style-type: none"> <li>• Cuscal fee for processing payments and receipts of real time irrevocable cleared funds</li> </ul>  | At cost*                            |
| <b>Overseas transactions (cards)</b>  |                                     |
| <b>ATM withdrawals overseas</b>   | \$4                                 |
| <b>International conversion fee</b>   | 2.45% of transaction value in \$AUD |
| <ul style="list-style-type: none"> <li>• Applicable for Visa Debit card and Credit Card</li> </ul>  |                                     |
| <b>Dishonours</b>   |                                     |
| <b>Deposit of dishonoured cheque</b>  |                                     |
| When you deposit a cheque which is later advised to have been dishonoured by the drawer's bank  |                                     |
| <ul style="list-style-type: none"> <li>• Domestic cheque</li> </ul>   | \$10                                |
| <b>Direct debit</b>   | \$8                                 |
| When there are insufficient funds to meet a direct debit and the request is returned unpaid   |                                     |
| <b>Electronic deposit</b>   | \$25                                |
| Payable if the electronic deposit direct debit request is returned unpaid by the other financial institution  |                                     |

Payment services continued

|  |      |
|--|------|
| <b>Payments</b><br>There will be 5 attempts to meet requested transfers and payments (includes future dated BPAY®s and all third party payments). The fee applies only to the 3rd, 4th and 5th unsuccessful attempts on recurring payments and cancelled on the 5th unsuccessful attempt | \$10 |
| <b>Cheque dishonour</b> <ul style="list-style-type: none"> <li>• Payable when a cheque deposited to your Credit Card account is dishonoured</li> </ul>   | \$10 |
| <ul style="list-style-type: none"> <li>• Payable when there are insufficient funds to meet your cheque and it has been returned unpaid</li> </ul>  | \$13 |

## Cards

### All cards

These fees are applicable to Visa Debit card and Credit Card:

|                  |      |
|------------------|------|
| Card replacement | \$10 |
|------------------|------|

### Visa card

These fees are applicable to Visa Debit card and Credit Card:

|   |                                   |
|---|-----------------------------------|
| <b>Out of date card details</b><br>Payable if you have set up a recurring debit with another organisation and have not advised them of a change to your card number | \$20                              |
| <b>Visa voucher</b><br>Payable for a disputed transaction which proves to be valid  | \$25                              |
| <b>Emergency Credit Card and Visa Debit card cash request and/or replacement card</b><br>To replace a card or to provide foreign cash in an emergency when overseas | \$150 per card per cash provision |

# Loans and overdrafts

| Home loans  |          |
|---|----------|
| <p><b>Establishment fee</b><br/>Fee includes:</p> <ul style="list-style-type: none"> <li>• Cost of preparing standard documents</li> <li>• 1 valuation</li> <li>• 3 title searches</li> </ul>   | \$600    |
| <p><b>Top up fee</b><br/>Fee applies to home loan limit increases. Fee includes:</p> <ul style="list-style-type: none"> <li>• 1 valuation</li> <li>• 2 title searches</li> </ul>  | \$300    |
| <p><b>Additional valuation and administration fee</b><br/>Fee applies to each additional valuation required and includes our costs of the valuation together with our administration costs</p>  | \$250    |
| <p><b>Title search</b><br/>Fee applies for additional title searches that may be required in addition to those already included in the Establishment fee and Top up fee.</p>  | At cost* |
| <p><b>Legal fees</b><br/>For third party professional services used in the preparation of non-standard documents</p>  | At cost* |
| <p><b>Lenders Mortgage Insurance</b><br/>If you have less than the required deposit, we may ask you to pay for Lender's Mortgage Insurance (LMI). LMI protects the bank in cases of default.<br/>The LMI premium is not a bank fee.</p> | At cost* |
| <p><b>Settlement attendance fee</b><br/>Where attendance is required for exchange of documents at purchase, sale or refinance of property</p>   | \$150    |

Loans and overdrafts continued

|   |                                      |
|---|--------------------------------------|
| <p><b>Break fee</b></p> <p>Payable on early repayment i.e. during fixed rate period:</p> <ul style="list-style-type: none"> <li>• You repay the loan in full</li> <li>• You repay part of the loan</li> <li>• You switch from this loan type to another loan type.</li> </ul>   | At cost                              |
| <p><b>Fixed rate lock fee</b></p> <p>Payable if you choose to lock in an interest rate on your fixed rate loan. The interest rate is locked in for a period of up to 90 days from the date of application. The fee is applicable regardless of whether the interest rate at the time of settlement has increased or decreased since date of application</p>   | 0.15% of the total amount financed   |
| <p><b>Switch fee</b></p> <p>Payable when you convert to another loan product other than at the end of any fixed rate or interest only period</p>  | \$200                                |
| <p><b>Security fee</b></p> <ul style="list-style-type: none"> <li>• <b>Variation of security fee</b><br/>Payable for preparing and lodging a change of name on a certificate of title, swapping a security, lodging notice of death, plan of subdivision etc. (this doesn't include lodgement fees charged by the Government)</li> <li>• <b>Additional security fee</b><br/>Fee applies for each additional security taken</li> </ul> | <p>\$75</p> <p>\$150</p>             |
| <p><b>Construction loan administration fee</b></p> <p>Payable for the administration of unlimited progress payments or inspections per construction loan</p>  | \$250                                |
| <p><b>Production of certificate of title</b></p> <p>Payable when you require us to produce a certificate of title (includes consent)</p> <ul style="list-style-type: none"> <li>• NSW</li> </ul>  | <p>\$75</p> <p>Payable per title</p> |
| <ul style="list-style-type: none"> <li>• Other states</li> </ul>  | At cost*                             |

Loans and overdrafts continued



|   |          |
|---|----------|
| <b>Mortgage discharge</b><br>For preparation of discharge documentation on your written request |          |
| <ul style="list-style-type: none"> <li>• NSW</li> </ul>   | \$75     |
| <ul style="list-style-type: none"> <li>• Other states</li> </ul>                                | At cost* |

### Government charges

|   |          |
|---|----------|
| <b>Stamp Duty</b> (if applicable)                                       | At cost* |
| Registration of mortgage, discharge of mortgage, transfers of ownership | At cost* |

### Personal loans

|  |           |
|--|-----------|
| <b>Application fee</b><br>This fee is applicable when the loan is funded   |           |
| <ul style="list-style-type: none"> <li>• Personal loan application</li> </ul>  | \$100     |
| <b>Documentation fee</b> <ul style="list-style-type: none"> <li>• Standard mortgage preparation and/or</li> <li>• Re-issue of documentation when a change is requested to a loan between approval and funding</li> </ul> | \$125     |
| <b>Motor vehicle security charges</b><br>A mortgage over a motor vehicle used as a security for a loan incurs the following charges (costs are payable to the <b>Personal Property Securities Register (PPSR)</b> ).     |           |
| <ul style="list-style-type: none"> <li>• PPSR searches</li> </ul>  | No charge |
| <ul style="list-style-type: none"> <li>• PPSR registration</li> </ul>  | At cost*  |
| <ul style="list-style-type: none"> <li>• PPSR amendment</li> </ul>   | At cost*  |

## Accounts overlimit and/or in arrears

|   |                 |
|---|-----------------|
| <b>Overlimit fee<br/>RediCredit</b><br>Payable if you exceed your credit limit. The fee is debited on the day you exceed your credit limit or use credit to further exceed the credit limit | \$10            |
| <b>Late payment fee</b><br>Payable by debit to your account when the minimum payment on a Credit Card account is not received by the due date. Charged once per statement period            | \$10            |
| <b>Arrears administration fee</b><br>Payable each time staff action a loan account, RediCredit or Credit Card account in arrears  | \$10            |
| <b>Collection charges</b><br>Payable when we request an agent to assist our efforts to address defaults under your contract before we can commence legal action                             | At cost         |
| <b>Default notice fee</b><br>Payable when we send you a default notice asking you to remedy a default under your credit contract  | \$25            |
| <b>Member trace fee</b><br>Payable by debit to your account, each time we undertake a search to locate you following a payment default if you changed your address without notifying us     | \$20 per search |

## Overseas services (Provided by our business partners)

Please contact us for details on fees relating to:

- Bank drafts
- Cash Passport Card
- Telegraphic transfer
- Foreign currency cheque conversion
- Foreign cash supply and buy-back

# Other fees

|   |  |
|---|--|
| <b>Account functions</b><br>Additional accounting services carried out on your account at your request                                | \$50 per hour<br>(minimum charge \$25) |
| <b>Business account</b><br>Account establishment fee for non-individual members; and individual and non-individual customers          | \$10                                   |
| Monthly account keeping fee charged on the 25th of each month for non-individual members; and individual and non-individual customers | \$5                                    |
| Coin deposits   | 2% of value                            |
| <b>Courier fees</b>   |  |
| • National  | \$25                                   |
| • International   | \$100                                  |
| <b>Statements</b>   |  |
| Replacement and additional statements   | \$7 per month                          |
| Transactional listings for current month (on request or sent more frequently than monthly)  | \$7 per page                           |

Other fees continued

| Statements continued   |   |
|--|---|
| <p><b>Paper Statement Fee</b></p> <p>This fee applies when you have elected to receive a paper statement by post in addition to a statement available for you to view and download in internet banking. It is in addition to fees for replacement and additional statements.</p> <p>For credit cards, this fee is debited to your credit card account on the 7th day of the month after the end of a statement period.</p> <p>For all other accounts, this fee is debited to your transaction, savings or loan account in that order on the 15th day of the month after the end of a statement period.</p> <p>If you have a home loan and a personal loan, this fee will be applied to your home loan account.</p> <p>In the case of a joint account, if more than one of the joint account holders request a paper statement by post, the joint account may be charged with more than one Paper Statement Fee</p> <p>This fee does not apply to statements for accounts where you or all of you:</p> <ul style="list-style-type: none"> <li>• were a member and have not resigned your membership or we have not terminated your membership before 1 November 2018; or</li> <li>• opened an account with us and have not closed that account before 1 November 2018 or</li> <li>• are under 18 years of age.</li> </ul> | <p>\$1.50 per month</p>                                     |
| <p><b>Document copies</b></p> <p>Copy of cheque or deposit, recently presented cheque and/or deposit and any copy of any other document/archival search</p>  | <p>\$25 per copy or \$50 per hour (minimum charge \$25)</p> |
| <p><b>Dormancy</b></p> <p>An annual charge to maintain an account where there has been no transaction for 12 months and we have been unable to contact you</p>   | <p>\$10</p>   |

Other fees continued

|   |                 |
|---|-----------------|
| <p><b>Edvest membership</b><br/>An annual charge debited from the Everyday account on each Edvest membership in January and on a pro-rata basis for new Edvest members</p>  | <p>\$30</p>     |
| <p><b>Telegraphic transfer trace</b><br/>Cuscal fee for processing payments and receipts of real time irrevocable cleared funds</p>   | <p>At cost*</p> |
| <p><b>Overdrawn account</b><br/>The fee is debited on the day the account is overdrawn or a withdrawal is made to further overdraw the account<br/>Interest will also be charged on the amount overdrawn at the overdraft (RediCredit) interest rate, calculated for each day that the account is overdrawn and debited at the end of the month</p> | <p>\$10</p>     |
| <p><b>Safe custody packets</b><br/>The fee is debited on the day the packet is lodged and an annual charge made on the first working day in January.</p>  | <p>\$10</p>     |
| <p><b>Security token replacement</b><br/>Payable for a security token that is lost, stolen or damaged</p>   | <p>\$15</p>     |
| <p><b>Rewards Package</b><br/>Annual fee is debited from the Everyday account when your Rewards Package application is first approved and then every 12 months after, until your Rewards Package is cancelled.</p>  | <p>\$200</p>    |

Other fees continued

**Need more information,  
we're here to help**

**13 12 21**

8am to 7pm, weekdays

9am to 3pm, Saturday

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