

# Schedule of Fees

Accounts and access facilities

1 September 2011

# Accounts and access facilities

## Excess transaction fees

### Personal accounts

Members are allocated free transactions each month on one of their transaction accounts\* or special purpose savings accounts as detailed below. Cash Management account holders will receive 4 free transactions per month per Cash Management account. Freedom Plus account holders will receive a minimum of 15 free transactions per month on their primary transaction account.

All deposits are free of charge unless specified otherwise in the Schedule of Fees.

All members are allocated a minimum number of free transactions per month dependent on the following criteria:

<b>Total balance</b>	<b>Free transactions</b>
<= \$5,000	4
>\$5,000 - <=\$10,000	8
>\$10,000 - <=\$50,000	15
>\$50,000	Unlimited

Total balance is the combined balance of all the member's deposits and borrowings at the end of the month. For example, a member with \$5,000 in deposits and a \$5,000 loan would be considered to have a total balance of \$10,000.

**Members can also receive 2 additional free transactions by holding one or more of the following products:**

- CGU insurance policy through CUA
- CUA Health policy
- Credicorp insurance policy
- CUA MasterCard
- CUA Financial Planning client

Please note that it may take up to 30 days to register any new products or services (i.e. if a product is taken up after the 15th of the month, the allocated free transactions will not register until the following month).

### Secondary personal accounts

Members who qualify for 8 or more free transactions and have more than one account will receive 4 free transactions per month on each of their additional accounts, except staff assisted eSaver transactions. Members who qualify for less than 8 free transactions and have more than one account will be charged for transactions on each of their additional accounts.

## Free transactions only include the following:

- rediATM withdrawals\*\*
- EFTPOS transactions
- Member cheque withdrawals
- Staff assisted transfer fee
- Cash withdrawals at CUA branches

Should you exceed the monthly transaction level that applies to you, the following fees will apply for each additional transaction over the applicable limit:

- |  |                    |
|--|--------------------|
| • rediATM withdrawals**                          | <b>\$1.50 each</b> |
| • EFTPOS transactions                            | <b>\$0.75 each</b> |
| • Member cheque withdrawals                      | <b>\$0.75 each</b> |
| • Staff assisted transfer fee (excluding eSaver) | <b>\$2.00 each</b> |
| • Cash withdrawals at CUA branches               | <b>\$2.00 each</b> |

Excess fees are debited to your account after end of month processing. Please note that all other transactions will not count towards your free monthly withdrawal transaction limit.

\*Transaction accounts include: Prime Access, Freedom Plus, Platinum Plus and Pensioner Deeming. Please note, unless advised otherwise by the member, CUA will select the account to which the free withdrawal transactions will apply. \*\* Withdrawals conducted on non-rediATMs may be charged an upfront fee, which will be determined by the ATM owner. The fee will be disclosed and charged by the ATM owner at the time of performing the transaction.

## Business accounts

### Transaction fees – Prime Access

The transaction fees listed below apply to each transaction conducted on a business account each month:

- |                                    |                    |
|------------------------------------|--------------------|
| • rediATM withdrawals**            | <b>\$1.50 each</b> |
| • EFTPOS transactions              | <b>\$0.75 each</b> |
| • Member cheque withdrawals        | <b>\$0.75 each</b> |
| • Staff assisted transfer fee      | <b>\$2.00 each</b> |
| • Cash withdrawals at CUA branches | <b>\$2.00 each</b> |
| • Cheques deposited to an account  | <b>\$0.35 each</b> |

These fees are debited to your account after end of month processing.

Members with Cash Management accounts will receive 4 free transactions a month per Cash Management account. Should you exceed the 4 free transactions monthly the above fees will apply for each additional transaction.

<b>Cheque book 25 forms</b> Business accounts.	<b>\$2.00</b>
<b>Cheque book 100 forms</b> Business accounts.	<b>\$5.00</b>
<b>Multi deposit book</b> Business accounts.	<b>\$7.50</b>

## **Fees and charges summary**

### **Common fees**

#### **Overdrawn/over limit account fee** **\$15.00**

Where a member exceeds the actual balance or authorised limit of their savings account, transaction account, Mortgage Freedom or overdraft facility limit (i.e. overdraws their account, Mortgage Freedom or overdraft facility) and the debt is caused by way of a member cheque or electronic transaction (including ATM, EFTPOS and Bank@Post transactions and Visa purchases).

#### **Each day debt increases** **\$15.00**

If the unauthorised excess is increased, and the increase is caused in any way by the processing of additional member cheque or electronic transactions, these fees are debited to your account at the close of business each day.

### **Member cheque facility fees**

#### **Stop payments**

##### **Acceptance fee** **\$2.00**

Where a member requests that a stop payment be placed on one of their cheques. If a series of cheques are being stopped at one time (e.g. if a cheque book is lost), only one fee applies. The fee will not apply to stop payments being placed on cheques or cheque books that have been stolen, provided a crime report number is supplied.

##### **Cheque dishonour** **\$15.00**

Where a member's cheque is dishonoured for any reason including where a member places a stop payment on one of their cheques and it is presented.

##### **Copy of cheque** **\$25.00**

Where a member requests a copy of a cheque presented on their account.

## Visa card and rediCARD

**A replacement lost or damaged  
Visa card or rediCARD within Australia** **\$15.00**

**A replacement lost, damaged or  
renewal card mailed to a member overseas** **\$40.00**

**An emergency replacement Visa card or  
cash issued to a member whilst travelling  
overseas due to the card being lost, stolen  
or damaged** **\$100.00**

**Visa Debit foreign currency transaction fee**  
**2.5% of transaction value in \$AUD**

This is payable on all transactions made in currencies other than Australian Dollars.

**rediCARD Plus foreign currency transaction fee**  
**2.0% of transaction value in \$AUD**

This is payable on all transactions made in currencies other than Australian Dollars.

**Visa voucher request fee** **\$25.00**

Where a copy of a Visa voucher is requested by a member questioning the validity of a transaction. This fee is applicable for all Visa chargebacks where the original transaction was authorised by the member.

**Overseas cash withdrawal fee** **\$5.00**

Applies to any cash withdrawal transaction made outside Australia.

**Balance enquiry via ATM** **\$1.00**

Free for the first 4 account balance enquiries each month. The fee applies to each additional balance enquiry performed.

**Cash withdrawal through Bank@Post** **\$2.00**

Where a member withdraws cash from a post office using Bank@Post.

**Declined EFTPOS/ATM/Visa** **\$1.00**

First 3 declined transactions are free each month. The fee applies to each additional declined transaction due to insufficient funds in the member's account, and/or incorrect PIN has been entered and/or a member attempts to exceed their EFT daily limit.

## Other service fees

### **Financial institution cheques** **\$8.00**

Includes cheques purchased over the counter and external periodical payments. Exception applies to withdrawal of term deposit funds.

### **Stop payment on financial institution cheques** **\$15.00**

Where a member requests a stop to be placed on a financial institution cheque because it has been lost or stolen.

### **Copy of financial institution cheque** **\$22.00**

Where a member requests a copy of a financial institution cheque.

### **Bank cheques** **\$8.00**

To purchase bank cheques from CUA's bankers through CUA branches and service centres. This fee is applied by CUA's bankers.

### **Special clearance of cheque deposited** **\$15.00**

Where a member requests a special clearance be placed on a cheque deposited into their account. Please note that this service must be requested at the time the cheque is deposited. This fee is applied by CUA's bankers.

### **Dishonour cheque deposited via Bank@Post**

Where a cheque deposited to an account via Bank@Post is dishonoured, Australia Post may charge a fee, which will be debited to the member's account.

### **Travellers cheques** **1.0% of purchase amount, min. \$15.00**

Commission for the purchase of foreign currency travellers cheques. Commission is charged at the time the travellers cheques are ordered. Travelex may also charge a fee for their service.

### **Cash Passport** **1.0% of purchase amount, min. \$15.00**

Commission for the purchase of a Cash Passport. Access PrePaid may charge a fee for each debit transaction made using the Cash Passport card.

### **Foreign currency cash orders**

**1.0% of purchase amount, min. \$15.00**

Commission for the purchase of foreign currency.

Commission is charged at the time the currency is ordered.

**Foreign currency deposit - draft and cheque only**      **\$15.00**

Charged when a member deposits drafts or cheques drawn on an overseas financial institution. Please note that the foreign agent may also charge a fee. Where a single cheque or draft converts to more than AUD \$5,000, Travelex charge a handling fee of \$65.00.

**Overseas drafts**      **\$20.00**

Where a member requests drafts in Australian Dollars and foreign currency for forwarding overseas.

**Telegraphic transfers to other institutions in Australia**      **\$40.00**

A local telegraphic transfer being sent for credit to an account held by any Australian financial institution - including credit unions.

**Overseas**      **\$40.00**

Applies where a member requests that funds be electronically transferred for credit to another account with an overseas financial institution. Fees may be deducted by financial institutions involved in the transfer.

**Telegraphic transfer – inward**

Where funds are received via telegraphic transfer for credit to members' accounts, the financial institutions involved in the transfer may charge a fee, which will be deducted from the amount of transferred funds.

**Periodical payment – external transfer**      **\$2.00**

Periodical payments from one CUA account to another are free. Periodical payments to a non-CUA account that may be forwarded by direct entry attract a fee. These fees are debited to your account each time the periodical payment is processed.

**Failed external periodical payment fee**      **\$5.00**

Where a periodic payment fails to be processed due to the lack of cleared funds.

**Web Banker rejected future dated external transfer**      **\$2.00**

Where a future dated payment cannot be made on the pre-selected date due to insufficient funds being available.

**Inward direct debit rejection fee**      **\$15.00**

Where a direct debit is dishonoured due to insufficient funds being in the member's account to meet the drawing.

**Outward direct debit** **\$1.50 per debit**

Where a member requests CUA to debit their account at another financial institution by direct debit.

**Dishonour** **\$7.50**

Where a direct debit to another financial institution has been dishonoured for any reason by that financial institution – applied to each dishonoured transaction.

**Excess coin deposits**

Where individual members and non-profit organisations wish to deposit coins, the following fees apply:

Coins sorted and bagged **nil**

Personal accounts **> \$100 (fee \$5 per \$100 & part thereof if un-bagged)**

Business accounts **> \$100 (fee \$5 per \$100 & part thereof)**

Money boxes presented for credit of a minor's or beneficiary's account are exempt from these fees.

**SMS Banker** **\$0.25**

Each SMS message sent to the member's mobile phone. These fees will be totalled and debited monthly.

**SMS Branch/ATM Finder** **\$0.55**

**Document retrieval/account information** **\$22.00  
(plus \$20.00 per hour)**

Where a member requests personal information, traces, document copies (other than those specified elsewhere in this document) and/or information pertaining to an account that requires further investigation. An estimate of the costs involved will be provided prior to the work being undertaken.

**Agency withdrawal** **\$15.00**

Where members request that another credit union process a withdrawal on their behalf, a fee may be charged by the other credit union.

Where members of another credit union request that CUA process a withdrawal on their behalf.

**Cash withdrawals > \$5,000** **0.15% of withdrawal amount**

Where a member requests a large cash withdrawal from their account, a cash order charge applies.

**Audit confirmation fee** **\$20.00 per certificate**

Where a member requests that an annual audit certificate be produced on any of their accounts.

**Manual processing fee** **\$5.00**

Correction of transactions with incorrect information. Where CUA staff are required to process corrections of transactions that have rejected due to incorrect information being supplied to CUA, or due to member error.

**Statement copies** **\$5.00 per page**

The issuing of a replacement or additional copy of a CUA statement that has already been supplied.

**Staff assisted eSaver transaction** **\$20.00**

Where a member requests that a CUA staff member process a withdrawal or transfer on their behalf.

**Inactive account fee (per month)** **\$5.00**

Where an account is classified “inactive”. This fee is debited to the inactive account on the first day of each month.

### **Credit services fees**

**Arrears letter** **\$22.00**

Where CUA sends a member a letter in relation to arrears on their account.

**Default notice** **\$33.00**

Where CUA sends a member a default notice in relation to arrears or an over limit amount on their account.

**Field call fee** **\$45.00**

Where a CUA staff member makes, or attempts to make, a personal visit to discuss arrears in repayments or any other reason CUA considers necessary.

**Debt collection fee**

Costs incurred in the recovery of outstanding debts vary depending on the nature of the default. These costs are applied by the solicitors or independent contractors engaged to undertake action to recover the funds and are debited to the account that is “out of order”.

All fees are current as at date of issue, unless stated otherwise.

Credit Union Australia Limited accepts no responsibility for changes made to those fees imposed by third parties.

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For more information:

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Credit Union Australia Limited  
ABN 44 087 650 959  
AFSL and Australian credit licence 238317  
Registered Office:  
175 Eagle Street, Brisbane QLD 4000