

Direct charging frequently asked questions

From 3 March 2009 ATM owners have the right to charge people up-front for using their machine. Following are some frequently asked questions designed to help you better understand this new system.

What is direct charging?

Direct charging is a new piece of legislation that must be adhered to by all Australian financial institutions. The primary objective is to ensure that ATM fees are disclosed to cardholders prior to any transactions occurring.

How will direct charging affect me?

CUA members have previously had the freedom to use any ATM nationally without penalty. However from 3 March, CUA will no longer have any control over the fee that other ATM owners charge to our members for using their machines.

Will financial institutions collect more fees as a result of this new system?

The aim of the changes by the Reserve Bank of Australia is to make ATM fees transparent and to give cardholders a choice. Direct charging will create greater competition and should lead to reduced costs for cardholders in the long term.

Will I be alerted to the direct charge by any ATM that I use?

Yes. The ATM will alert you to an amount payable for use of the ATM and you are able to cancel the transaction if you are not willing to pay the fee.

How can I avoid the direct charge fees?

Only use rediATMs – your national network of direct charge-free ATMs.

Will I be charged any fees for using a rediATM?

You will not be charged a direct fee for using any rediATM. However, you will be charged an excess transaction fee on your account if you go over your allowed number of free transactions per month.

Will my free transactions cover me for using a non-rediATM?

No. The fee-free transactions only apply when using rediATMs. However, we have excluded non-rediATM withdrawals from your free transaction count.

If I check my balance at a non-rediATM machine will I be charged the fee?

Yes. Checking an account balance at a non-rediATM is classified as a transaction and you will be directly charged a fee for this service.

Will I be charged a direct fee for using my CUA MasterCard at a rediATM?

No, you will not be directly charged.

How many rediATMs are there?

There are currently over 1300 rediATMs throughout Australia, with the network set to double in size over the next 18 months.

Where can I find my nearest rediATM?

- Visit www.rediATM.com.au.
- Phone CUA Direct on 133 cua (133 282).
- Send your suburb name (or the name of your local shopping centre) as an SMS* text message from your mobile phone to 199 55 atm (199 55 286).

*SMS costs 55c including GST. Members who do not have premium phone line SMS enabled will not be able to access this service.



A change for the better