

# Schedule of Fees Accounts and Access Facilities

**Effective 1 March 2020**

**cu**a

BANKING | INSURANCE

## Monthly Account Keeping

**Free**

### EVERYDAY TRANSACTION FEES

#### Everyday accounts

Applicable transaction fees for each product are listed in the table below:

	EVERYDAY SNAP	EVERYDAY YOUTH	EVERYDAY	EVERYDAY 55+	EVERYDAY 50+	EVERYDAY BUSINESS
Deposits into your account	Free	Free	Free	Free	Free	Free
Payments using Online Banking	Free	Free	Free	Free	Free	Free
BPAY transactions	Free	Free	Free	Free	Free	Free
Visa Domestic ("press credit") transaction	Free	Free	Free	Free	Free	Free
CUA ATM balance enquiry	Free	Free	Free	Free	Free	Free
EFTPOS purchases & cash out	Free	Free	Free	Free	Free	\$0.75
Cheque withdrawals	N/A	N/A	\$1.50	\$1.50	\$1.50	\$1.50
Staff assisted transfers	Free	Free	Free	Free	Free	\$2.00
Periodical payments (external)	Free	Free	Free	Free	Free	Free
CUA ATM withdrawals	Free	Free	Free	Free	Free	Free
Branch cash withdrawals	Free	Free	Free	Free	Free	\$2.00
Bank@Post cash withdrawals	Free	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00

#### Waivers and Rebates

CUA may apply fee waivers or rebates at their discretion.

#### Rebate Offer for Everyday Snap Account

For Everyday Snap Account holders, a 100% (full) rebate will apply to the applicable fee charged by CUA for each Visa Debit International Transaction Fee, Overseas Cash Withdrawal Fee and Overdrawn Fee debited to your account balance during a current calendar month when you perform both of the following prior to the last day of that calendar month:

- you deposit at least \$2,000 from a non-CUA bank account to your Everyday Snap account (excludes inward Telegraphic Transfers); and
- you perform at least 5 Visa Debit card purchase transactions (including card present and card not present transactions but excluding ATM withdrawals, balance enquiries, Bank@Post transactions, cash advances and EFTPOS cash out only transactions) that are fully processed and not at pending status prior to the last day of the calendar month.

The fee rebate will be determined on a calendar month basis and will be credited to your account balance on the first day of the next calendar month. Fees charged by overseas banks or merchants are not included in this fee rebate.

### **Prime Access, Freedom Plus, Platinum Plus and Cash Management accounts**

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

You will be allocated free withdrawal transactions each month on one of your personal Prime Access, Freedom Plus or Platinum Plus accounts.

The number of free transactions allocated per month is 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 your deposits and borrowings at the end of the month. For example, if you have \$5,000 in deposits and a \$5,000 loan this would be considered a total balance of \$10,000.

Freedom Plus customers will be allocated a minimum of 15 free transactions on their primary transaction account. Cash Management accounts will receive a fixed allocation of four free transactions per month.

Your allocation of free withdrawal transactions applies only to those transactions listed below. Should you exceed the free monthly limit that applies to you, the fees listed below will apply for each additional transaction over the applicable limit. Secondary personal accounts and business accounts will not receive an allocation of free transactions and will be charged for each of the transactions below at the fee listed. Fees are debited to your account after end of month processing.

- EFTPOS transactions **\$0.75 each**
- Staff assisted transfer fee **\$2.00 each**
- Cash withdrawals at CUA branches **\$2.00 each**

In addition, a fee applies for each of the following transactions for all Prime Access, Freedom Plus, Platinum Plus and Cash Management accounts:

- Bank@Post cash withdrawal **\$3.00 each**
- Periodical payments to a non-CUA account **\$2.00 each**
- Cheque withdrawal fee **\$1.50 each**

### **All Transaction Accounts**

CUA Transaction accounts may be charged an upfront fee for withdrawals and balance enquiries when using non-CUA ATMs (including rediATMs), which will be determined by the third party ATM owner. The fee will be disclosed and charged by the ATM owner at the time of performing the transaction.

## OTHER SERVICE FEES

### **Cheque service fee** **\$10.00**

Fee applies to the following requests:

- Purchase of a financial institution cheque
- A stop payment on a lost or stolen cheque
- Special clearance on a cheque deposited to a CUA account

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

Where account holders at another credit union requests that CUA process a withdrawal on their behalf.

### **Telegraphic transfers within Australia** **\$20.00**

Where a local telegraphic transfer is sent for credit to an account held at any Australian financial institution.

### **Telegraphic Transfer inward** **Third party fee**

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

### **Account information fee** **\$20.00**

Fee applies to the following requests:

- An annual audit certificate on a CUA account
- A copy of a cheque or Visa voucher
- Personal information, traces, document copies (other than those specified above) and/or information pertaining to an account.

Where further investigation is required an additional hourly rate of \$20 per hour will apply. An estimate of the costs involved will be provided prior to the work being undertaken.

### **Excess coin fee**

Personal accounts **Free**

Business accounts & non-account holders -  
Under \$100 **Free**

\$100 and over **5% of coin amount**

Where coin is deposited or exchanged for notes at a CUA branch.

### **Inactive transaction account fee** **\$2.50 per month**

Applies to Prime Access, Freedom Plus and Platinum Plus accounts that have no member initiated transactions in the prior 12 months AND where the account balance is \$500 or less at the end of the month. The fee will be waived if you own any other CUA deposit, loan or credit card account and any one of those other accounts has a balance of \$1000 or more at the end of month when fee is taken.

## **Replacement Visa Debit Card**

### **or rediCARD Fee**

**\$10.00 per card**

Fee applies where a replacement card is requested by a member

## **INTERNATIONAL TRANSACTION FEES**

### **rediCard International**

#### **Transaction fee**

**2% of AUD transaction value**

Payable on all transactions made in currencies other than Australian Dollars.

### **Visa Debit International**

#### **Transaction fee**

**2.95% of AUD transaction value**

Payable for all of the following transactions made using your Visa Debit Card:

- All transactions made overseas
- All transactions in a currency other than Australian dollars
- All transactions made in Australia where the merchant is located overseas
- All transactions made in Australia where the financial institution or entity processing the transaction is located overseas.

Fee Rebate applies to Everyday Snap Account subject to qualifying criteria - see "Waivers and Rebates" for details.

### **Overseas cash withdrawals**

**\$4.50**

Applies to any cash withdrawal transaction made outside Australia

Fee Rebate applies to Everyday Snap Account subject to qualifying criteria - see "Waivers and Rebates" for details.

## **FOREIGN CURRENCY FEES**

### **Foreign currency cash orders through WeXchange**

- **\$8** for orders between AUD \$500 - \$1,499.99
- **\$0** for orders AUD \$1,500+

Credit/Debit Card Surcharge:

If you pay by debit or credit card, a card surcharge of 1% of the total order amount will be charged by the foreign cash supplier (WeXchange). If you want to avoid paying this fee, pay with BPay. Neither CUA nor WeXchange earns revenue on this fee.

**Foreign currency deposit (draft and cheque)      \$15.00**

Charged when you deposit 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, Western Union Business Solutions charge a handling fee of \$65.00.

**Overseas drafts      \$20.00**

Where you request a draft in Australian Dollars and foreign currency for forwarding overseas.

**Outward overseas telegraphic transfer  
in foreign currency (overseas payment)  
performed by CUA staff      \$20.00**

Applies when you request that funds (sent in the requested foreign currency) be electronically transferred for credit to another account with an overseas financial institution. Additional fees may be deducted by other financial institutions involved in the transfer. CUA does not have control over these fees.

**Outward overseas telegraphic transfer  
in foreign currency (overseas payment)  
performed in Online Banking      \$0.00**

Applies when you request, via CUA Online Banking, that funds (sent in the requested foreign currency) be electronically transferred for credit to another account with an overseas financial institution. Additional fees may be deducted by other financial institutions involved in the transfer. CUA does not have control over these fees.

This service will become available within CUA Online Banking in 2019.

**Outward overseas telegraphic transfer  
in Australian dollars (overseas payment)      \$50.00**

Applies when you request that funds (sent in AUD) be electronically transferred for credit to another account with an overseas financial institution. Additional fees may be deducted by other financial institutions involved in the transfer. CUA does not have control over these fees.

## DISHONOUR, OVERDRAWN & CREDIT SERVICE FEES

### **Dishonour fee** **\$15.00**

Where a cheque is dishonoured for any reason or where an inward direct debit is dishonoured due to insufficient funds being in your account to meet the drawing.

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

Where you exceed the actual balance or authorised limit of your savings account, transaction account, or overdraft facility and the debt is caused by a cheque withdrawal or electronic transaction (including ATM, EFTPOS and Bank@ Post transactions and Visa purchases).

Fee Rebate applies to Everyday Snap Account subject to qualifying criteria - see "Waivers and Rebates" for details.

### **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 cheque withdrawal or electronic transactions. These fees are debited to your account at the close of business each day.

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

Where CUA sends you a letter in relation to arrears on your account.

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

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

### **Debt collection fee** **Cost**

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 listed are CUA fees and current as at date of issue, unless stated otherwise.

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

For more information:

Call **133 282**

Visit **[cua.com.au](http://cua.com.au)**

Drop into your local branch



Recycled Paper



Printed Alcohol Free using Environmentally friendly/biodegradable products

Credit Union Australia Limited  
ABN 44 087 650 959  
AFSL and Australian Credit Licence 238317  
Registered Office:  
145 Ann Street, Brisbane QLD 4000

RC00023\_REV191122