

# Fees & Charges and Transaction Limits



We don't like to see our members paying fees. Which is why we'll show you a number of ways to manage your account with little or no fees and charges. Unfortunately, some are unavoidable, particularly when we are billed by third parties. We do everything possible to keep these to a minimum and ensure they are fair and reasonable. The bottom line is, you will pay a lot less at Australian Mutual Bank. If you are running a small business, that can amount to several hundred dollars of savings every month.

This Fees & Charges and Transaction Limits brochure must be read together with the Australian Mutual Bank Summary of Accounts & Availability of Access Facilities and Account & Access Facility Conditions of Use.

This brochure provides notice of the introduction of any new fee applicable to any account, payment service, or credit contract (if they have not been introduced by a previous notice).

## PERSONAL ACCOUNTS

### Your free services

An unlimited number of the following "everyday" transactions and services can be performed for free:

#### Free "everyday" Transactions

- Eftpos withdrawals
- PayTo
- Direct debits
- BPAY payments
- Over-the-counter Cash withdrawals (under \$5,000)
- Direct credits/ payroll deposits
- Cash deposits at branches
- Visa purchases/payments in Australia
- ATM transactions in Australia (excludes direct charge ATMs)
- Paywave transactions
- Osko payments
- Staff assisted external transfer
- Loan redraws (on advance payments)

#### Free Services

- Mobile app smartphone access
- Internet Banking access
- SMS / Email alerts (per message)
- Online statements

### Transaction fees

The following fees for non "everyday" transactions will apply to all accounts.

Transaction fees will be accumulated for the month and debited to the account at month end. Where the fee exceeds the balance of the account the total fee or a portion of it may be charged to another account.

|  |  |
|--|--|
| Bank@Post inward cheque dishonour                | \$14.47  |
| Bank@Post withdrawal and deposits <sup>^</sup>   | \$3.00   |
| Visa cash advance from any financial institution | \$4.00   |
| Large cash withdrawal (in excess of \$5,000)*    | \$35.00 + \$0.90 per \$1,000 (or part thereof) |

\*All cash withdrawals are subject to availability. Amounts greater than \$5,000 are subject to approval.

<sup>^</sup> First four Bank@Post transactions (deposits and/or withdrawals) per month will be free. Any additional Bank@Post transactions will incur a \$3.00 fee per transaction.

### Transaction limits

#### Limits apply on the following transactions

| Limits apply on the following transactions                          | Limit amount/day |
|---|------------------|
| ATM / EFTPOS / Bank@post withdrawals                                | \$2,000          |
| Paywave - maximum \$100 per transaction or 10 transactions per day. | \$500            |
| Branch cash withdrawals   | \$5,000*         |

#### Internet banking/Mobile App transfers or payments

There is a maximum total combined daily limit per membership for internet banking transfers and BPAY payments of \$20,000. This is made up of a combination of the following:

|                                    | Limit amount/day |
|------------------------------------|------------------|
| Standard external transfer limit   | \$3,000          |
| Self-serve external transfer limit | \$6,000          |
| Limit increases >\$6000            | Contact us       |
| NPP/Osko                           | \$1,000          |
| BPAY                               | \$20,000         |

\*All cash withdrawals are subject to availability. Amounts greater than \$5,000 are subject to approval.

### Visa card account fees

#### Visa overseas transaction fees

All transactions made in a foreign currency using a Visa card will be converted into Australian currency by Visa Worldwide, and calculated at a wholesale market rate selected by Visa and from within a range of wholesale rates or the government mandated rate that is in effect one day prior to the central processing date (i.e. the date upon which Visa processes the transaction).

#### Visa card conversion fee

All transactions made in a foreign currency or processed by an overseas merchant using a Visa card are subject to a currency conversion fee (subject to change).

|   |                                  |
|---|----------------------------------|
| Currency conversion fee                           | 3% of transaction (value in AUD) |
| Visa credit card annual fee (31 October annually) | \$30.00                          |

## PERSONAL ACCOUNTS CONTINUED

### Visa card account fees (continued)

|  |                           |
|--|---------------------------|
| Visa International Emergency Card whilst overseas  | USD175.00 per card        |
| Visa International Emergency Cash whilst overseas  | USD175.00 per transaction |
| Visa International Cancellation fee for an Emergency Card or Cash request  | USD50.00                  |
| Copy of a Visa merchant voucher (payable if voucher is retrieved in relation to an enquiry or dispute transaction which is proven to be bona fide) | \$25.00                   |
| Visa card replacement fee (not renewal)  | \$10.00                   |

### Foreign transaction fees

|   |                     |
|---|---------------------|
| Cash Passport (per debit card or reload)                  | \$10.00             |
| Foreign cash* (order)                                     | 1% of the purchase* |
| Internet banking telegraphic transfer                     | \$20.00             |
| Telegraphic transfer (staff assisted)                     | \$30.00             |
| AUD Telegraphic transfer                                  | \$60.00             |
| Cash Passport redemption fee                              | \$10.00             |
| Bank Draft (deposit only)                                 | \$12.50             |
| Overseas ATM withdrawal                                   | \$4.00              |
| Overseas Visa cash advance from any Financial Institution | \$4.00              |

+ Min order AUD\$250 \* Minimum fee \$15

### Cheque fees

|   |        |
|---|--------|
| Member request a copy of a presented cheque | \$3.00 |
|---|--------|

### Delinquency and late payment fees

|                                 |         |
|---------------------------------|---------|
| Letter of demand/default notice | \$50.00 |
| Credit card late payment fee    | \$15.00 |

### General fees

|   |                               |
|---|-------------------------------|
| Statement retrieval fee   | \$2.00 per statement page     |
| Dormancy fee  | \$20.00 per annum per account |
| Quick debit dishonour fee   | \$17.50                       |
| Direct debit dishonour fee due to insufficient funds available        | \$12.00                       |
| Direct debit honour fee (insufficient cleared funds)                  | \$7.50                        |
| Swift/Real Time Gross Settlement (RTGS) Fee (payment to another bank) | \$13.29                       |

### Credit and loan fees and charges

#### Loan establishment fees

|  |          |
|--|----------|
| For personal loans (excluding Green Loans) | \$150.00 |
| For mortgage loans                         | \$250.00 |

#### Other loan fees

|   |                            |
|---|----------------------------|
| Fixed rate lock fee   | \$1,000.00                 |
| Mortgage discharge processing fee   | \$180.00                   |
| Certificate of title production fee   | \$50.00                    |
| Consent for second mortgage   | \$200.00                   |
| Switching fee for switching your Australian Mutual Bank home loan to another loan type (except at the end of the fixed rate period) | \$300.00                   |
| Cancellation of mortgage service  | on application             |
| Transport Mortgage Package fee  | \$375.00                   |
| Break cost fee  | calculated as per contract |

#### Other third party fees

You will be required to pay any third party costs the Bank incurs, such as but not limited to solicitors fees, valuation fees, agents fees, PPSR fees, settlement fees, lodgement fees, Lenders Mortgage Insurance (LMI) fees, all other government charges including stamp duty, registration and discharge fees, search fees, production fees, pest report fees, any other report or certificate fees, independent legal advice fees or independent financial advice fees.

## BUSINESS ACCOUNTS

### Business account services

#### Monthly fee \$6.00\*

A simple flat fee of \$6.00 a month will cover you for the following unlimited 'everyday' transactions:

EFTPOS withdrawals

Direct Debit

BPAY payments

Over the counter cash withdrawal (under \$5000)\*\*

Direct credits/payroll deposits

Cash deposits at branches

Visa purchases/payments in Australia

ATM transactions in Australia (excludes direct charge ATM's)

Paywave transactions

Osko payments

PayTo

Staff assisted external transfer

Loan redraws (on advance payments)

#### Free Services

Mobile banking app smart phone access

Internet Banking access

SMS/Email alerts (per message)

Online Statements

\* If you have an average membership value of \$10,000 or more each month within your commercial membership, you won't pay any monthly transaction fee at all. The average is based on all commercial loans, savings and investment balances per month and does not include balances within your personal membership. If you hold multiple business memberships, the values are calculated independently and not aggregated. Your average membership value does not include credit card balances.

\*\* All cash withdrawals are subject to availability. Amounts greater than \$5,000 are subject to approval.

### Transaction fees

The following fees for non "everyday" transactions will apply to all accounts.

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Bank@Post inward cheque dishonour \$14.47

Bank@Post withdrawal and deposits<sup>^</sup> \$3.00

Visa cash advance from any financial institution \$4.00

Large cash withdrawal (in excess of \$5,000)\* \$35.00 + \$0.90 per \$1,000 (or part thereof)

\*All cash withdrawals are subject to availability. Amounts greater than \$5,000 are subject to approval.

<sup>^</sup> First four Bank@Post transactions (deposits and/or withdrawals) per month will be free. Any additional Bank@Post transactions will incur a \$3.00 fee per transaction.

### Transaction limits

#### Limits apply on the following transactions

ATM / EFTPOS / Bank@post withdrawals \$2,000

Paywave - maximum \$100 per transaction or 10 transactions per day \$500

Branch cash withdrawals \$5,000\*

#### Internet banking/Mobile App transfers or payments

There is a maximum total combined daily limit per membership for internet banking transfers and BPAY payments of \$20,000. This is made up of a combination of the following:

|                                    | Limit amount/day |
|------------------------------------|------------------|
| Standard external transfer limit   | \$3,000          |
| Self-serve external transfer limit | \$6,000          |
| Limit increases >\$6000            | Contact us       |
| NPP/Osko                           | \$1,000          |
| BPAY                               | \$20,000         |

\*All cash withdrawals are subject to availability. Amounts greater than \$5,000 are subject to approval.

### General fees

Statement retrieval fee \$2.00 per statement page

Dormancy fee \$20.00 per annum per account

Quick debit dishonour fee \$17.50

Direct debit dishonour fee due to insufficient funds available \$12.00

Direct debit honour fee (insufficient cleared funds) \$7.50

Swift/Real Time Gross Settlement (RTGS) Fee (payment to another bank) \$13.29

### Foreign transaction fees

Cash Passport (per debit card or reload) \$10.00

Foreign cash+ (order) 1% of the purchase\*

Internet banking telegraphic transfer \$20.00

Telegraphic transfer (staff assisted) \$30.00

AUD Telegraphic transfer \$60.00

Cash Passport redemption fee \$10.00

Bank Draft (deposit only) \$12.50

Overseas ATM withdrawal \$4.00

Overseas Visa cash advance from any Financial Institution \$4.00

+ Min order AUD\$250 \* Minimum fee \$15

## BUSINESS ACCOUNTS CONTINUED

### Cheque fees

|   |        |
|---|--------|
| Member request a copy of a presented cheque | \$3.00 |
|---|--------|

### Visa card account fees

#### Visa overseas transaction fees

All transactions made in a foreign currency using a Visa card will be converted into Australian currency by Visa Worldwide, and calculated at a wholesale market rate selected by Visa and from within a range of wholesale rates or the government mandated rate that is in effect one day prior to the central processing date (i.e. the date upon which Visa processes the transaction).

#### Visa card conversion fee

All transactions made in a foreign currency or processed by an overseas merchant using a Visa card are subject to a currency conversion fee (subject to change).

|                         |                                  |
|-------------------------|----------------------------------|
| Currency conversion fee | 3% of transaction (value in AUD) |
|-------------------------|----------------------------------|

|   |         |
|---|---------|
| Visa credit card annual fee (31 October annually) | \$30.00 |
|---|---------|

|   |                    |
|---|--------------------|
| Visa International Emergency Card whilst overseas | USD175.00 per card |
|---|--------------------|

|   |                           |
|---|---------------------------|
| Visa International Emergency Cash whilst overseas | USD175.00 per transaction |
|---|---------------------------|

|   |          |
|---|----------|
| Visa International Cancellation fee for an Emergency Card or Cash request | USD50.00 |
|---|----------|

|  |         |
|--|---------|
| Copy of a Visa merchant voucher (payable if voucher is retrieved in relation to an enquiry or dispute transaction which is proven to be bona fide) | \$25.00 |
|--|---------|

|   |         |
|---|---------|
| Visa card replacement fee (not renewal) | \$10.00 |
|---|---------|

### Delinquency and late payment fees

|                                 |         |
|---------------------------------|---------|
| Letter of demand/default notice | \$50.00 |
|---------------------------------|---------|

|                              |         |
|------------------------------|---------|
| Credit card late payment fee | \$15.00 |
|------------------------------|---------|

### Commercial loan fees

|   |          |
|---|----------|
| Business Loan Applications - (for amounts under \$35,000) | \$250.00 |
|---|----------|

|   |          |
|---|----------|
| Business Loan Applications - (for amounts of \$35,000) but under \$300,000) | \$650.00 |
|---|----------|

|   |           |
|---|-----------|
| Business Loan Applications - (for amounts equal or larger than \$300,000) | \$1500.00 |
|---|-----------|

|                      |          |
|----------------------|----------|
| Annual Overdraft Fee | \$100.00 |
|----------------------|----------|

|  |   |
|--|---|
| Guarantee Issuing Fee / Guarantee Line Fee. Guarantee Line Fee is charged half yearly - in advance | The greater of 0.75% of the guarantee amount or \$65.00 |
|--|---|

|                     |          |
|---------------------|----------|
| General Consent Fee | \$250.00 |
|---------------------|----------|

|                            |          |
|----------------------------|----------|
| Consent to Subdivision Fee | \$250.00 |
|----------------------------|----------|

|                             |          |
|-----------------------------|----------|
| Second Mortgage Consent Fee | \$250.00 |
|-----------------------------|----------|

|                              |          |
|------------------------------|----------|
| Substitution of Security Fee | \$250.00 |
|------------------------------|----------|

|                                 |          |
|---------------------------------|----------|
| Discharge of Mortgage Admin Fee | \$250.00 |
|---------------------------------|----------|

|                              |         |
|------------------------------|---------|
| Commercial Documentation Fee | At cost |
|------------------------------|---------|

|  |         |
|--|---------|
| Company Search (inc. at account opening) | \$40.00 |
|--|---------|

#### Other third party fees

You will be required to pay any third party costs the Bank incurs, such as but not limited to solicitors fees, valuation fees, agents fees, PPSR fees, settlement fees, lodgement fees, Lenders Mortgage Insurance (LMI) fees, all other government charges including stamp duty, registration and discharge fees, search fees, production fees, pest report fees, any other report or certificate fees, independent legal advice fees or independent financial advice fees.