

Fees, charges and transaction limits

Effective 15 June 2022



What's in this brochure?

Section 1 of this brochure covers the fees and charges that may apply to transaction, savings and continuing credit facilities (such as credit card accounts and overdraft facilities). You can use this brochure to identify which fees may apply to your account.

Section 2 of this brochure sets out the daily limits for debit cards and electronic banking transactions.

Section 3 details the standard fees and charges for a range of services commonly provided by Bank Australia including foreign currency, sending money overseas, special banking services including bank cheques and special clearances. Unless otherwise specified these fees are payable on the day the transaction occurs and are debited on the day on which a fee is incurred.

How this brochure fits with other documents

This brochure forms part of the terms to our Account and Access Facility Conditions of Use.

Have any questions?

Please call us on 132 888, 8am-8pm Monday to Friday and 9am-2pm Saturday Australian Eastern Standard Time.



Section 1: Fees and charges that apply to transaction accounts, savings accounts and continuing credit facilities.

Table 1: Fees that apply to transaction accounts for personal customers¹

Fees	Everyday Access	Pension Access	Mortgage Offset	Basic Access
Monthly account fee A flat fee payable on the last day of each month.	\$5 per month unless waived – see Table 4	\$0	\$8 per month unless waived – see Table 4	Fee Free
Exceeding available funds fee A fee charged when you exceed the actual balance or authorised limit of your savings account, transaction account, or overdraft facility greater than \$100 payable on the day the event occurs or next day. Note: debit interest charges may also apply.	\$10			
Dishonour Fee A fee charged where we dishonour a cheque for any reason or where a debit presented to us is dishonoured because there isn't enough money in your account. This is charged on the day the event occurs or next day.	\$12			
Domestic ("press credit") cash withdrawal fee A fee charged to any cash withdrawal transaction within Australia made using the "credit" option on a Visa Debit card.	\$3.50			
Visa Foreign Cash Withdrawal Fee A fee that applies to any cash withdrawal transaction made with your Bank Australia Visa Debit Card outside Australia.	\$3.50 plus the Foreign Currency Conversion Fee.			
Foreign Currency Conversion Fee² When you make a transaction on a Bank Australia Visa Debit Card linked to your transaction account that is converted by Visa from a foreign currency to Australian dollars and includes purchases made: <ul style="list-style-type: none">• overseas;• in a currency other than Australian dollars;• where the merchant is located overseas; or• where the financial institution or entity processing the transaction is located overseas. Note: It may also not always be clear that the merchant or its financial institution/payment processor is located or registered outside Australia.	3% of the transaction value ²			
Cheque Book Fee This fee is charged when you ask us to produce a cheque book charged on day that the service is provided.	\$35 for a book of 50 \$70 for a book of 100			Not available

¹ A personal customer is someone who is using the account for their domestic, household or personal use and not on behalf of a deceased estate, nor for business, trade, superannuation or trustee purposes.

² It includes a fee charged by the Card Scheme to Bank Australia (and on charged by Bank Australia to you), calculated on the converted AUD amount shown on your statement

Table 2: Fees that apply to transaction accounts for non-personal customers

Fees	Community Access	Commercial Access
Monthly account fee A flat fee payable on the last day of each month.	\$0	\$8 per month unless waived – see Table 4
Exceeding available funds fee A fee charged when you exceed the actual balance or authorised limit of your savings account, transaction account, or overdraft facility greater than \$100 payable on the day the event occurs or next day. Note: debit interest charges may also apply.	\$10	
Dishonour Fee A fee charged where we dishonour a cheque for any reason or where a debit presented to us is dishonoured because there isn't enough money in your account. This is charged on the day the event occurs or next day.	\$12	
Domestic ("press credit") cash withdrawal fee A fee charged to any cash withdrawal transaction within Australia made using the "credit" option on a Visa Debit card.	\$3.50	
Visa Foreign Cash Withdrawal Fee A fee that applies to any cash withdrawal transaction made with your Bank Australia Visa Debit Card outside Australia.	\$3.50 plus the Foreign Currency Conversion Fee.	
Foreign Currency Conversion Fee³ When you make a transaction on a Bank Australia Visa Debit Card linked to your transaction account that is converted by Visa from a foreign currency to Australian dollars and includes purchases made: <ul style="list-style-type: none"> • overseas; • in a currency other than Australian dollars; • where the merchant is located overseas; or • where the financial institution or entity processing the transaction is located overseas. Note: It may also not always be clear that the merchant or its financial institution/payment processor is located or registered outside Australia.	3% of the transaction value	
Cheque Book Fee This fee is charged when you ask us to produce a cheque book charged on day that the service is provided.	\$35 for a book of 50 \$70 for a book of 100	

Things you should know about Tables 1 and 2

- Third parties (such as third-party ATM owners) may charge a fee for use of a card.
- The Foreign Currency Conversion Fee will be debited when Visa processes the transaction (which may not be the day the transaction occurs). It will be incorporated into the \$AUD transaction amount on your statement and will not appear as a separate fee.
- The "Domestic ("press credit") cash withdrawal fee and the Visa Foreign Cash Withdrawal Fee are debited on the last day of the month during which the transaction occurs.

³ It includes a fee charged by the Card Scheme to Bank Australia (and on charged by Bank Australia to you), calculated on the converted AUD amount shown on your statement

Table 3: Fees that apply to savings accounts for personal and non-personal customers

Fee	Personal Savings Accounts including: Online Saver, Bonus Saver, mySaver, Christmas Saver	Non-Personal Savings Accounts including: Commercial Saver
Staff-assisted withdrawal fee A fee charged for taking money out of your savings account with the assistance of a staff member, charged on the day the service is provided.	\$2.50. We will waive the fee if at the time of the withdrawal, you hold a Premium Home Loan Package or if the account owner is a school or not-for-profit-entity.	
Exceeding available funds fee A fee charged when you exceed the actual balance or authorised limit of your savings account, transaction account, or overdraft facility greater than \$100 payable on the day the event occurs or next day. Note: debit interest charges may also apply.	\$10	
Dishonour Fee A fee charged where we dishonour a cheque for any reason or where a debit presented to us is dishonoured because there isn't enough money in your account. This is charged on the day the event occurs or next day.	\$12	

Table 4: When the monthly account fee is waived

We assess whether you qualify for a waiver as at the last business day of each month, with any waiver applying to the fees for that month. We won't charge you the monthly account fee if, for the account type you have, you:	Account type		
	Everyday Access	Mortgage Offset	Commercial Access
Put in at least \$2,000 from an external account (e.g. a non-Bank Australia account) in that month.	✓	–	–
Have a total of \$50,000 or more in Bank Australia loans, savings and investments.	✓	–	–
Are under 25 years old	✓	–	–
Are a school or not-for-profit entity and own the account	–	–	✓
Have a Bank Australia Premium Home Loan package	✓	✓	✓

Table 5: Fees that apply to Bank Australia credit cards

Fee type	How much is it?				When am I charged?
	Platinum Rewards Visa	Visa	Low Rate Visa	Commercial Visa	
Annual Fee An annual fee charged on your credit card.	\$189 per annum unless waived. See the notes beneath this table.	Free	\$59 per annum	\$59 per annum	Payable each year in advance on the day we give you access to your card and then on the same day each following year.
Additional Card Holder Fee A fee payable if you request that we allow someone else to have a card on your account.	\$59	Free		\$59	Payable each year in advance on the day that we approve the additional card and then on the same day each following year.
Cash Advance Fee – Domestic A fee charged to any cash advance within Australia through all channels ⁴ .	\$5	\$3.50			On the day that Visa processes the transaction (which is not necessarily the day that the transaction was performed).
Cash Advance Fee – Overseas Applies to any cash advance made outside Australia.	\$5 plus Foreign Currency Conversion Fee.	\$3.50 plus the Foreign Currency Conversion Fee.			On the day that Visa processes the transaction (which is not necessarily the day that the transaction was performed).
Foreign Currency Conversion Fee The process of conversion and the exchange rates applied will be determined by the relevant ATM, merchant or dynamic currency conversion service provider as the case may be. We do not determine whether a Card transaction will be converted into local currency by the merchant or ATM and you may have to check with the relevant merchant or ATM provider. When you make a transaction that is converted by Visa from a foreign currency to Australian dollars and includes purchases made: <ul style="list-style-type: none">• overseas;• in a currency other than Australian dollars• where the merchant is located overseas; or• where the financial institution or entity processing the transaction is located overseas. Note: It may also not always be clear that the merchant or its financial institution/payment processor is located or registered outside Australia	3% of the transaction value ⁴				On the day that Visa processes the transaction (which is not necessarily the day that the transaction was performed). The Foreign Currency Conversion Fee will be incorporated into the \$AUD transaction amount on your statement and will not appear as a separate fee.

⁴ It includes a fee charged by the Card Scheme to Bank Australia (and on charged by Bank Australia to you), calculated on the converted AUD amount shown on your statement Includes via internet banking, ATM, Eftpos, telephone banking and Bank Australia Branch. For cash advances and balance enquiries made through some ATMs, the ATM owner may charge you a fee, which will be disclosed at the time of the transaction. If you proceed with the transaction, the ATM owner's fee will be debited to your account (in addition to any cash advance amount).

Table 5 continued: Fees that apply to Bank Australia credit cards

Fee type	How much is it?				When am I charged?
	Platinum Rewards Visa	Visa	Low Rate Visa	Commercial Visa	
Delivery fee for an urgent replacement of lost, stolen or damaged Visa card in Australia A fee charged when you need an emergency replacement card or cash delivered to you on an urgent basis to an Australian address.			\$15		On the day the event occurs or next day.
Visa emergency card/cash overseas fee A fee charged when you need an emergency replacement card or cash delivered to you on an urgent basis to an address overseas.			US\$175		On the day the event occurs or next day.

Things you should know about the above table

We will waive the Annual Fee on your Platinum Rewards Visa Card if at the date we approve your application for credit, you have the Premium Home Loan Package. Each Premium Home Loan package is entitled to a waiver for the future Annual Fee for one eligible card account in the name of the package holder.

Table 6: Overdraft facility fees

Fee	How much is it?	When am I charged the fee?
Overdraft Administration Fee An annual fee charged on accounts with an Overdraft facility	\$24 per annum	On the date that we approved your application for an overdraft (prior to 29 April 2021) and then on the same day each year.

There may be times when you have no available funds or Overdraft credit limit left. When this happens, there may be situations where you exceed your credit limit. In that circumstance, that excess is not lent under this Overdraft but instead your Transaction account will be considered overdrawn. You'll need to pay us back the excess straight away and additional fees and interest may apply. Money put in your transaction account is used to pay off any of these excess amounts before being used to pay your overdraft. Product no longer available for new applications as at 29 April 2021.

Section 2: Transaction limits

There is a default daily limit on the cash amount you can take out each day using a card at an ATM or in store is \$1,000. The daily maximum limits which apply to electronic banking are set out below.

Activity	Internet Banking and Smart Phone Application Daily Limit
Transferring between your own Bank Australia accounts	Unlimited
Pay to BSB & account numbers.	\$2,000
Pay to PAYID	\$2,000
International money transfers	\$2,000
BPay	\$10,000

You can ask us to change these limits at any time but we may require you to use a Security Device to generate one-time passwords. These passwords are used to authorise payments.



Section 3: Common banking services

This section lists the standard fees and charges for a range of services.

Search fees

Fee	What is it?	How much is it?
Company/Business name searches	When we conduct a search of the ASIC register to obtain information about the ownership of a company in administration of an account.	\$15 per search

Documents

Fee	What is it?	How much is it?
Certificates supplied by the Bank	A fee for comprehensive certificates supplied for audit (minimum \$30 per certificate)	\$30 per hour with a minimum \$30 per certificate
Duplicate statement fee	A fee that may be charged if you order a copy of a statement that has already been issued on your account. This fee is charged on or after the day you order the duplicate statement.	\$3.00 per statement
Retrieval of archived documents	This fee is charged for the retrieval of archived documents.	\$26 per document

Dormancy

Fee	What is it?	How much is it?
Dormancy	Administration fee where account has been transferred to dormancy status.	\$12 per quarter charged on the last day of March, June, September and December.

Payment channel service fees

Fee	What is it?	How much is it?
Bpay Trace fee	If you request confirmation that a Bpay payment was received at the destination account.	\$10 per request
Bpay Error correction fee	This fee is charged if you request that a Bpay transaction is corrected.	\$20 per request
Direct entry, EFT or Osko payment trace fee	If you request confirmation that a Direct Entry, EFT or Osko payment was received at the destination account.	
Direct entry, EFT or Osko error recall fee	This fee is charged if you request us to attempt a recovery of a Direct Entry, EFT or Osko payment.	\$50 per request
Security token fee	When you request that we provide you with a physical Token to provide an additional layer of security when you engage in transactions that carry a higher risk. We do not charge for the virtual token.	\$40 per request
SMS alert fee	This fee is charged when you elect to receive notifications about your account via SMS messages to a mobile telephone number you have given us for contacting you.	\$0.25 per sms
Same day funds transfers within Australia fee (RTGS)	This fee is for a Real Time Gross Settlement (RTGS) payment which refers to the process of transferring money from one bank to another in Australia on a real time and gross basis.	\$25 per transfer
Visa chargeback fee	This fee is charged if a cardholder wrongly disputes a transaction made on their card.	\$26 per dispute

Bank Cheque / Cheques

Fee	What is it?	How much is it?
Issue fee	This fee is charged when we issue you with a bank cheque	\$10 per bank cheque
Trace of bank cheque fee	This fee is charged if you request confirmation that a bank cheque was received at the destination account.	\$26 per request
Copy of bank cheque fee	This fee is charged if you request a copy of a bank cheque	\$26 per request
Special cheque clearance	fee is charged when you request "special clearance" of a cheque that you deposit into an account	\$25 per request

Vouchers

Fee	What is it?	How much is it?
Production, return or inspection of paid cheques	This fee is charged if you request a copy of a personal cheque.	\$8.50 per copy
Trace	This fee is charged if you request confirmation that a personal cheque was received at the destination account.	\$25 per request
Copy of Visa voucher	A fee charged to supply you with a copy of a Visa transaction that has debited your account	\$26 per request

Making International Payments

International money transfer – sending money overseas (other fees may be charged by participating banks involved in the transaction or settlement)

Fee	What is it?	How much is it?
Staff assisted international transfer fee	This fee is charged when you request a staff member to debit your Bank Australia account at a branch or our contact centre and to remit funds in a foreign currency.	\$30 per transfer
Online international transfer fee	This fee is charged when you use the App or Internet Banking to debit your Bank Australia account and remit funds in a foreign currency.	\$10 per transfer
Trace/recall/stop an international transfer	This fee is charged to Trace, recall or stop a debit from your Bank Australia account made to remit funds in a foreign currency by you.	\$25 per transfer

International money transfer – receiving money from overseas (other fees may be charged by participating banks involved in the transaction or settlement)

Fee	What is it?	How much is it?
Foreign Currency Deposit Fee	This fee is charged for depositing a cheque or cash in a foreign currency for the credit of your Bank Australia account	\$10 per cheque or transaction

Drafts

Fee	What is it?	How much is it?
International Bank Draft issued in branch fee	This fee is charged for the issuing of an International Bank Draft in a Bank Australia branch	\$30 per draft
Buy back of International Bank Draft	This fee is charged for the buy back of an International Bank Draft.	\$25 per draft
Stop on International Bank Draft	This fee is charged when an International Bank Draft is stopped.	\$25 per draft
Investigation of any International Bank Draft	This fee is charged when you ask us to investigate any international bank draft.	\$25 per investigation

Foreign Cash

Fee	What is it?	How much is it?
Buy foreign currency notes from a Bank Australia branch	This fee is charged when you buy foreign currency from a Bank Australia branch	\$10 per transaction

Section 4: Other information

Complaints

If you are dissatisfied with a product or service offered or provided by Bank Australia, please call 132 888 or visit bankaust.com.au to obtain a copy of our Complaints and Dispute Resolution Guide. If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services and complaint resolution that is free to consumers.

AFCA can be contacted by:

Website: www.afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678 (free call)

In writing to: Australian Financial Complaints Authority,
GPO Box 3, Melbourne VIC 3001



