

Fees, charges and transaction limits

premium home loan customers bank for free!

For customers who take out a Premium Home Loan with us we'll waive all transaction fees. Now that's making a difference!

easy access

Designed for those who appreciate the convenience of managing their money their own way.

If you join between 01/10/2021 and 30/06/2025 and deposit \$2,000 in the first 30 days we will waive the monthly access fee!

monthly access ⁹		\$6.00
monthly access - 65 years and over or in receipt of a pension ⁴		\$3.00
monthly access - under 25 years, studying ⁵ or eligible concession card holder ¹²		FREE
easy access electronic transaction ¹	unlimited transactions	FREE
card transaction ²	unlimited transactions	FREE
staff assisted transaction ³	1 FREE per month	thereafter \$3.00
cheques included in deposits	3 FREE per month	thereafter \$0.50

You'll also receive access to our rebate scheme which could see you paying no access fee at all depending on your combined savings, investments, credit cards and loans balance. It's our way to say thanks for being a loyal customer.

combined savings, investments, credit cards and loans balance	easy access	65 years +	pensioners ⁴
monthly access	\$6.00	\$3.00	\$3.00
rebate			
between \$50,000 and < \$150,000	\$1.00	\$0.50	\$0.50
between \$150,000 and < \$250,000	\$3.00	\$1.50	\$1.50
\$250,000 and above	\$6.00	\$3.00	\$3.00

essential access

For those who need or simply prefer to do their banking in-branch.

monthly access		FREE
internal transfer or BPAY via internet banking or banking app	unlimited transactions	FREE
Visa debit card transaction using credit function ⁶	unlimited transactions	FREE
essential access electronic transaction ⁷	10 FREE per month	thereafter \$1.00
staff assisted transaction ³		thereafter \$2.00
cheques included in deposits	3 FREE per month	thereafter \$0.50

business and community

The account for business and not for profit clubs and community groups.

business plus monthly account		\$10.00
community first monthly account		FREE
business and community electronic transaction ¹⁰	Unlimited	FREE
business and community staff assisted transaction ¹¹	5 FREE per month	thereafter \$2.00
cheques included in deposits	20 FREE per month	thereafter \$0.50

¹ easy access electronic transactions include direct debits, internal, external funds transfer & BPAY via internet banking or the banking app. ² card transactions include eftpos, Visa credit or payWave. ³ staff assisted transactions include in branch cash withdrawal, cheque withdrawal, cheque encashment, one-off internal funds transfer, one-off external funds transfer, one-off BPAY, Bank@Post deposit, Bank@Post withdrawal. ⁴ pensioner criteria – in receipt of an Aged, Disability Support or Veterans Affairs Pension. ⁵ student criteria - must be a student, apprentice or trainee at a recognised Australian education institution. Proof of eligibility will then need to be provided every 3 years. ⁶ some merchants may force a Visa credit or payWave transaction via eftpos and a fee may apply. ⁷ essential access electronic transactions include direct debits, NPP payments, eftpos, external funds transfer via internet banking or the banking app (including auto transfers). ⁸ business and community electronic transactions include direct debits, eftpos, Visa credit or payWave. ⁹ Offer is only available to new customers who join between 01/10/2021 and 30/06/2025. To be eligible you must open an everyday account, and deposit \$2,000 within the first 30 days. The Easy Access Monthly Access fee waiver will remain in place until election by the member to change to an alternate fee package or upon resignation from the Bank. This promotional fee waiver overrides any concession or rebate outlined in this schedule. Other fees and charges may apply. ¹⁰ business and community electronic transactions include direct debits, Visa credit, payWave, eftpos, internal & external funds transfer & BPAY via internet banking or the banking app. ¹¹ business and community staff assisted transactions include in-branch deposit, branch withdrawal, business express deposit, cheque withdrawal, cheque encashment, one-off internal funds transfer, one-off external funds transfer, one-off BPAY, Bank@Post deposit & Bank@Post withdrawal. ¹² All account holders must hold a Health Care card, Commonwealth Seniors Health card, or Pensioner Concession card, and income must be credited to an Everyday Basic account. Proof of eligibility to be provided every 3 years.

Account and Statement Fees

Transaction Listing/Statement Copy	\$2.00 per page
Document Search	\$50.00 per hour

Transfer Fees

RTGS/IPEX Outwards - same day transfer	\$30.00
RTGS/IPEX Inwards	\$10.00
Deposits in branch at other Financial Institutions	\$5.00
External Auto Transfer Establishment	
Premium Access	FREE
Easy Access	\$3.00
Essential Access	\$2.00
Business Account	\$2.00
Community Account	\$2.00

Cheque Fees

Financial Institution Cheque Issue	\$10.00
Stop Payment Request – cheque	\$10.00
Stop Payment Request – financial institution cheque	\$25.00
Cheque Enquiry/Copy from Archives	\$50.00
Cheque Destination Trace	\$50.00
Cheque Dishonour	\$15.00
Cheque Honour	\$20.00
Cheque Enquiry/Copy	\$15.00

Cheque and Deposit Book Issue Fees

Standard Savings Deposit Book	Nil
Business Deposit Book - duplicate	\$8.00
Specially Printed Cheque Design	\$70.00
Cheque Books: - 25 leaf	\$5.00
- 50 leaf	\$10.00

Electronic Payment Fees

Direct Debit/Quickdebit Dishonour	\$15.00
Direct Debit/Quickdebit Honour	\$20.00
Direct Entry Trace Fee	\$25.00 per trace
EFT/NPP/OSKO Recall	\$50.00
EFT/NPP/OSKO Exception	\$5.00
Stopped Payment Direct Entries	\$5.00
Mistaken Payment Fee	\$25.00

Card Fees

VISA Card Issue	Nil
VISA Card Replacement	\$25.00
eftpos Card Replacement	\$10.00
ATM Enquiry/Dispute	\$10.00
Reporting VISA cards or Wearables lost or stolen to VISA's Global Customer Assistance Service	\$45.00
VISA Cash Advance/International ATM	\$3.50
VISA Card Dispute	\$20.00
Emergency VISA Card/Cash Advance	USD200.00
VISA Recovery	USD175.00
VISA Voucher Enquiry	\$20.00
VISA Chargeback	\$25.00
Foreign Currency Conversion Fee-VISA (Foreign Currency will be converted to Australian currency at the wholesale market rate by VISA)	3% of transaction value

Other Fees

AUD Cash Exchange >\$200 per customer per day - Summerland customers	1% of the daily total
AUD Cash Exchange - non customers	5% of the daily total
BPAY Enquiry	\$25.00
BPAY Error Correction Fee	\$25.00
Internet Banking Token	\$20.00
Dormant Fee - after account inactive for 24 months	\$5.00 per month
Sweeping Dormant Funds to Unclaimed Money	\$20.00
Recording Address as Unknown	\$2.50
Audit/Certificate of Balance	\$40.00

Credit Control Fees

1st Reminder Letter Fee	Nil
2nd and subsequent Reminder Letter Fee	\$20.00
Default Notice Fee	\$50.00
Summons Fee	\$100.00
Debt Agreement Fee	\$100.00
Reminder Call Fee	\$5.00
Account Combination	\$5.00

Fixed Term Deposits

The penalty applied to an early redemption of a Fixed Term Deposit is either:
Term Deposit less than \$20,000 - 0.10% deducted from your current interest rate.
Term Deposit \$20,000 and above - 0.25% deducted from your current interest rate.

International Services

Foreign Currency Commission - as a % of AUD	1 %, \$10.00 min charge
Telegraphic Transfer (TT) via Internet Banking	\$20.00
Telegraphic Transfer (TT) Over the Counter	\$30.00
Telegraphic Transfer in Australian Dollars	\$50.00
International TT Amendment or Cancellation	\$15.00
MasterCard Cash Passport	refer to PDS

Daily Transaction Limits

Branch cash withdrawal with less than 24 hours' notice	\$2,000 per customer
Internet & Mobile Banking – External transfer	\$5,000 per customer
Internet & Mobile Banking – Internal transfer	\$50,000 per customer
Internet & Mobile Banking – BPAY	\$5,000 per customer
Internet Banking – International transfer	\$1,000 per customer
Cash Withdrawal at ATM's and cash-out as part of a card purchase	\$1,000 per card
Daily contactless limit	\$2,000 per card
Purchases made in person (excluding contactless), online or over the phone	balance of per card account
Bank@Post cash deposit	\$9,999 per card
Bank@Post number of cheques per deposit	99 per card
Bank@Post cash withdrawal	\$2,000 per card

Current as at 02 January 2025. Information is subject to change. This Schedule together with the Financial Services Guide, Accounts and Access Facilities Conditions of Use and Interest Rate Schedules form the Product Information for each product or service listed above. Refer to the Schedule of Loan Fees & Charges for further information.