



## Schedule Of Fees, Charges & Transaction Limits as at 1st May 2016

*This document must be read together with the Summary of Accounts & Availability of Access Facilities brochure and the Account & Access Facility brochure. Together these brochures form the Conditions of Use for the Central West Credit Union Account & Access Facility.*

### Excess Transaction Fees

Note: Excess Transaction Fees are incurred when a Member's number of Free Transactions for the month are exceeded. For a full explanation of how a Member's Free Transactions are calculated, please see the back page of this leaflet.

**"rediATM" transactions/over the counter Cash Withdrawals or manual transfers**

\$1.50 per excess transaction.

### EFTPOS

\$0.90c per excess transaction. Visa Cards are exempt IF <credit> account is selected when completing purchase transaction at EFTPOS terminal

### Member Cheques

\$0.90 cents per excess transaction.

### Transaction Fees - per calendar month per membership

#### Declined ATM/EFTPOS Transaction Fee

All ATM/EFTPOS transactions declined due to either "insufficient funds", "incorrect PIN", or "Card expired" incur a fee of \$0.50c each.

#### Credit Union Counter Cheque Fee

A Counter Cheque fee of \$7.50 applies to all Credit Union corporate "Counter Cheques" supplied, including Periodical payments made on behalf of Members via cheque.

#### Cheque Item Deposit Fee

A fee of \$0.30c will be charged for each cheque item deposited. (Members under 18 exempt.)

#### Large Cash Withdrawal Fee

A charge of \$5.00 per thousand dollars (or part thereof) will apply to cash withdrawals of over \$10,000.

#### Overdrawn Fee

A fee of \$10.00 is applied each time a Member overdraws their available funds without authority, as a result of a cheque, ATM, Direct Debit or EFTPOS withdrawal.

#### Direct Debit Rejection Fee

A fee of \$10.00 is applied where an authority to directly debit an account is rejected due to lack of funds in the nominated account.

### Card Replacement Fee

Where replacement of a Visa card is required, a \$15.00 card replacement fee is payable at the time of requesting new card. For all replacement cards, please allow 10 business days for delivery. There is no charge for renewal of expired cards.

### Overseas Emergency Visa Replacement Card

Visa cards that are lost or damaged and require replacement whilst overseas incur a fee of \$300.00.

### SMS Short Message Fee

A fee of \$0.30c will be charged for each SMS balance enquiry or Financial Alert provided.

### Member Cheque Dishonour Fee

A fee of \$10.00 will be charged, when any Member cheque is dishonoured (including where Member has lodged a stop payment on a cheque).

### Copy of Member Cheque Fee

A minimum fee of \$25.00 will apply for the provision of a copy of a Member cheque or subsequent trace.

### Duplicate Deposit Book Fee

A Credit Union duplicate deposit book is \$10.00.

### Bank Cheque Fee

A Bank cheque can be arranged for \$12.00

### Direct Transfer

Where a one off staff assisted transfer is remitted to another Financial institution overnight, the fee payable is \$5.00. Where the transfer is remitted to another Financial institution immediately, the fee payable is \$10.00. All transfers to CWCU accounts, transfers that are initiated via the internet or staff assisted recurring transfers are free of charge.

### "Over the counter" BPAY transactions

All over the counter BPay transactions are \$1.00 per transaction. BPAY transactions initiated on the Internet or phone banking remain free of charge.

### Replacement Security token

Your initial SecurityToken is provided free of charge. If you subsequently lose or damage your token, replacement tokens are \$20.00.

### Dormant Account Fee

A \$10.00 annual fee applies to accounts on which there has been no Member generated activity for at least two years, and where Member has not responded to advice from the Credit Union.

### Currency Conversion Fee (Visa)

A Currency Conversion fee of 2% of the transaction amount will apply to any overseas Visa Card transaction.

### Other Fees and Charges

"Loose" Coin Counting (Amounts >\$100) will incur a fee being 5% of deposit, maximum \$20.00. Members <16 years of age are exempt. All sorted and bagged coin is exempt.

### Christmas Club

Withdrawals **outside** the November - February access period will incur a fee of \$10.00 per withdrawal.

### Document search fee

Requests for copies of Deposits/Withdrawal vouchers or documents (excluding loan documents) will be charged on a time spent basis, with fee being \$15.00 per 30 minutes or part thereof of search time with a minimum charge of \$15.00.

### Duplicate Statement Fee

Duplicate statements can be provided at a cost of \$1.00 per page.

### Maximum Transaction Limits

#### Visacard (Including PayWave)

ATM/EFTPOS withdrawals - \$2,000.

Specific payWave limits within the Maximum Transaction Limits:

20	Maximum daily number of transactions
\$100	Maximum \$ limit per transaction (without PIN)
\$500	Maximum daily \$ transaction limit

#### Over the Counter Cash Withdrawal

\$5,000 per day (without prior arrangement)

#### Internet Banking

\$2,000 per day (internal/external transfers and BPAY). Higher limits can be negotiated, however a Security Token is required.

#### Phone Banking

No limit (transfers within the same membership and BPAY only).

### Miscellaneous

#### International Route Code

Required by overseas remitters when sending funds to our Members - CUSCAU2SXXX.

#### Bank State Branch (BSB) number

802-394



**Number of Free Transactions per month is based on a Member's "Relationship Balance"**

A "Relationship Balance" is the Total Average Balance of your Savings, Investment and Loan balances for the month (within a single Membership). Members < 18 years of age, Mortgage Smart Plus, Mortgage Offset and Community Proud accounts are exempt from transaction fees.

Transaction Type	Total Balance \$0 - <\$3K	Total Balance \$3K - <\$20K	Total Balance \$20K - <\$50K	Total Balance \$50K +	Excess Transaction Fee per Transaction
"rediATM"* transactions/over the counter Cash Withdrawals or manual transfers	4	6	8	Unlimited	\$1.50
EFTPOS (Members under the age of 21 are exempt from EFTPOS transaction fees)	8	10	15	Unlimited	\$0.90
Member Cheques	0	2	5	8	\$0.90
BPAY	Unlimited	Unlimited	Unlimited	Unlimited	N/A - Free Transactions
Redinet Internet Banking	Unlimited	Unlimited	Unlimited	Unlimited	N/A - Free Transactions
Rediphone Phone Banking	Unlimited	Unlimited	Unlimited	Unlimited	N/A - Free Transactions
EFTPOS transaction via Visa Debit Card when the <credit> button is selected	Unlimited	Unlimited	Unlimited	Unlimited	N/A - Free Transactions

\*Member Rewards apply to ATM withdrawals performed only from "rediATMs" or specific non "rediATMs" as advised by the Credit Union (i.e. ANZ Grenfell and CBA Condobolin). Member Rewards do not apply to ATM withdrawals from other non "rediATMs". ATM withdrawals from non rediATMs may also incur third party or institution fees charged directly to your account.

## Here are some examples of how Member Rewards works

Your Member Rewards are calculated by adding the average balance of your Savings, Investment and Loan account balances for the month (within a single Membership).

### For example

Say your average account balances for the month were S1 \$2,000, S4 \$600 and Housing Loan \$74,000 - resulting in a total of \$76,600.

This would entitle you to **unlimited free** ATM or over-the-counter cash withdrawals, EFTPOS and BPay, RediNet, RediPhone and 8 free Member cheque transactions for the month.

### Example 2

Your average account balances for the month were S1 \$800, S4 \$2,000, FTD \$3,000 & Personal Loan \$15,000 - resulting in a total of \$20,800.

This would entitle you to 8 free ATM or over-the-counter cash withdrawals, 15 free EFTPOS, 5 free Member cheques and **unlimited free** BPay, RediNet and RediPhone transactions for the month.

### Example 3

If your average account balances for the month were S1 \$300, S4 \$200, FTD \$500 & Personal Loan \$4,000 - resulting in a total of \$5,000.

This would entitle you to 6 free ATM or over-the-counter cash withdrawals, 10 free EFTPOS, 2 free Member cheques and **unlimited free** BPay, RediNet and RediPhone transactions for the month.



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