

# Schedule of Fees

Accounts and access facilities

1 September 2010



A change for the better

## Accounts and access facilities

### Excess transaction fees

#### Personal accounts

Members are allocated free transactions each month on one of their transaction accounts\* or special purpose savings accounts as detailed below. Cash Management Account holders will receive 4 free transactions per month per Cash Management Account. Freedom Plus Account holders will receive a minimum of 15 free transactions per month on their primary transaction account.

All members are allocated a minimum number of free transactions per month dependant on the following criteria:

<b>Total balance</b>	<b>Free transactions</b>
<= \$5,000	<b>4</b>
>\$5,000 - <=\$10,000	<b>8</b>
>\$10,000 - <=\$50,000	<b>15</b>
>\$50,000	<b>Unlimited</b>

Total balance is the combined balance of all the member's deposits and borrowings at the end of the month. For example, a member with \$5,000 in deposits and a \$5,000 loan would be considered to have a total balance of \$10,000.

**Members can also receive 2 additional free transactions by holding one or more of the following products:**

- CGU insurance policy through CUA
- CUA Health policy
- Credicorp insurance policy
- CUA MasterCard
- CUA Financial Planning client

Please note that it may take up to 30 days to register any new products or services (i.e. if a product is taken up after the 15th of the month, the allocated free transactions will not register until the following month)

#### Secondary Personal Accounts

Members who qualify for 8 or more free transactions and have more than one account will receive 4 free transactions per month on each of their additional accounts, except staff assisted eSaver transactions. Members who qualify for less than 8 free transactions and have more than one account will be charged for transactions on each of their additional accounts.

## Free transactions only include the following:

- RediATM withdrawals\*\*
- EFTPOS withdrawals
- Member cheque withdrawals
- Staff assisted transfer fee
- Cash withdrawals at CUA branches

Should you exceed the monthly transaction level that applies to you, the following fees will apply for each additional transaction over the applicable limit:

- |  |                    |
|--|--------------------|
| • RediATM withdrawals**                          | <b>\$1.50 each</b> |
| • EFTPOS withdrawals                             | <b>\$0.75 each</b> |
| • Member cheque withdrawals                      | <b>\$0.75 each</b> |
| • Staff assisted transfer fee (excluding eSaver) | <b>\$2.00 each</b> |
| • Cash withdrawals at CUA branches               | <b>\$2.00 each</b> |

Excess fees are debited to your account after end of month processing. Please note that all other transactions will not count towards your free monthly withdrawal transaction limit.

\*Transaction accounts include: Prime Access, Freedom Plus, Platinum Plus and Pensioner Deeming. Please note, that unless advised otherwise by the member, CUA will select the account to which the free withdrawal transactions will apply. \*\*On 3 March 2009, ATM Direct Charging commenced in Australia in accordance with the RBA's requirements. Withdrawals conducted on non-rediATMs will be charged an up front fee which will be determined by the ATM Owner.

## Business accounts

### Debit Transaction Fees - Prime Access

The transactions conducted on an account each month - including ATM, EFTPOS, Bank@Post, member cheque, cash withdrawals at CUA branches, and cheques deposited to the account - incur a fee.

The following fees will apply for each transaction:

- |                                    |                    |
|------------------------------------|--------------------|
| • RediATM withdrawals**            | <b>\$1.50 each</b> |
| • EFTPOS withdrawals               | <b>\$0.75 each</b> |
| • Member cheque withdrawals        | <b>\$0.75 each</b> |
| • Staff assisted transfer fee      | <b>\$2.00 each</b> |
| • Cash withdrawals at CUA branches | <b>\$2.00 each</b> |

These fees are debited to your account after end of month processing.

Members with Cash Management accounts will receive 4 free transactions a month per Cash Management Account.

### **Credit transaction fees**

- cheques deposited to an account **\$0.35 per cheque**

## **Fees and charges summary**

### **Common fees**

#### **Overdrawn/over limit account fee**

Where a member exceeds the actual balance or authorised limit of their savings account, transaction account, Mortgage Freedom or overdraft facility limit (i.e. overdraws their account, Mortgage Freedom or overdraft facility) and the debt is caused by way of a member cheque or electronic transaction (including ATM, EFTPOS and Bank@Post transactions and Visa purchases). **\$15.00**

If the unauthorised excess is increased, and the increase is caused in any way by the processing of additional member cheque or electronic transactions, these fees are debited to your account at the close of business each day.

**\$15.00 each day debt increases**

### **Member cheque facility fees**

#### **Stop Payments**

**Acceptance fee** **\$2.00**

Where a member requests that a stop payment be placed on one of their cheques. If a series of cheques are being stopped at one time (eg: if a cheque book is lost), only one fee applies. The fee will not apply to stop payments being placed on cheques or cheque books that have been stolen provided a crime report number is supplied.

**Cheque dishonour** **\$30.00**

Where a member's cheque is dishonoured for any reason including where a member places a stop payment on one of their cheques and it is presented.

**Copy of cheque** **\$25.00**

Where a member requests a copy of a cheque presented on their account.

**Cheque book 25 forms** **\$2.00**  
Business accounts.

**Cheque book 100 forms** **\$5.00**  
Business accounts.

## **Visa Card and Redicard**

**Replacement of any lost or damaged  
Visa Card or Redicard in Australia** **\$15.00**  
Replacement cards for lost or damaged cards.

**Replacement of Visa Card/Redicard  
Plus – mailed/couriered overseas** **\$40.00**  
Replacement cards for lost, damaged or renewal cards for  
members overseas.

**Emergency card replacement/cash overseas** **\$300.00**  
Where an emergency replacement Visa Card is issued to a  
member whilst they are travelling overseas due to the card  
being lost, stolen or damaged. This fee is applied by Visa  
International for the production and delivery of the card/  
cash.

**Visa Debit International Conversion Fee** **2.5% of  
transaction value in \$AUD**  
This is payable on all transactions made overseas on Visa  
Debit card.

**Redicard Plus International Conversion Fee** **2.0% of  
transaction value in \$AUD**  
This is payable on all transactions made overseas on  
Redicard Plus.

**Voucher request fee** **\$25.00**  
Where a copy of a Visa voucher is requested by a member  
questioning the validity of a transaction. This fee is  
applicable for all Visa charge backs where the original  
transaction was authorised by the member.

**Overseas EFT withdrawal fee** **\$5.00**  
Where a member conducts a transaction at an ATM or  
EFTPOS terminal outside Australia.

**Balance enquiry via ATM** **\$1.00**  
Where a member makes an account balance enquiry at an  
ATM and exceeds four free ATM enquiries per month.

**Cash withdrawal through Bank@Post** **\$2.00**  
Where a member withdrawals cash from a post office using  
Bank@Post.

**Declined EFTPOS/ATM/Visa** **\$1.00**

Where a transaction is declined due to there being insufficient funds in the member's account to meet the amount of the withdrawal and/or where an incorrect PIN has been entered and/or where a member attempts to exceed their EFT daily limit. No fee is charged for the first three declined transactions each month.

**Other service fees**

**Financial institution cheques** **\$8.00**

Includes cheques purchased over the counter and external periodical payments. Exception applies to withdrawal of term deposit funds.

**Stop payment on corporate cheques** **\$15.00**

Where a member requests a stop to be placed on a corporate cheque because it has been lost or stolen.

**Copy of corporate cheque** **\$22.00**

Where a member requests a copy of a corporate cheque.

**Cheque trace** **\$20.00**

Where a member requests that CUA perform a destination trace on a cheque on their behalf.

**Bank cheques** **\$8.00**

To purchase bank cheques from CUA's bankers through CUA branches and service centres. This fee is applied by CUA's bankers.

**Special clearance of cheque deposited** **\$15.00**

Where a member requests a special clearance be placed on a cheque deposited into their account. Please note that this service must be requested at the time the cheque is deposited. This fee is applied by CUA's bankers.

**Dishonour cheque deposited via Bank@Post**

Where a cheque deposited to an account via Bank@Post is dishonoured, Australia Post may charge a fee.

**Travellers cheques** **1.0% of purchase amount min \$15**

Commission for the purchase of foreign currency travellers cheques and cash passports. Commission is charged at the time the travellers cheques are ordered. Travelex may also charge a fee for their service.

**Cash passport** **1.0% of purchase amount min \$15**

Commission for the purchase of a cash passport. Travelex may charge a fee for each debit transaction made using the cash passport card.

**Foreign currency cash orders** **1.0% of purchase amount min \$15**

Commission for the purchase of foreign currency.  
Commission is charged at the time the currency is ordered.

**Foreign currency deposit - draft and cheque only** **\$15.00**

Charged when a member deposits 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, Travelex charge a handling fee of \$65.00.

**Overseas drafts** **\$20.00**

Where a member requests drafts in Australian dollars and foreign currency for forwarding overseas.

**Telegraphic transfers** **\$40.00**

**In Australia**

A local telegraphic transfer being sent for credit to an account held by any Australian financial institution - including credit unions.

**Overseas**

Where a member requests funds be electronically transferred for credit to another account with an overseas financial institution. Fees may be deducted by financial institutions involved in the transfer.

**Inward telegraphic transfer**

Where funds are received via telegraphic transfer for credit to members' accounts, a fee may be charged by the financial institutions involved in the transfer.

**Periodical Payment – external transfer** **\$2.00**

Periodical payments from one CUA account to another are free. Periodical payments to a non-CUA account that may be forwarded by direct entry attract a fee. These fees are debited to your account each time the periodical payment is processed.

**Failed external periodical payment fee** **\$5.00**

Where a periodic payment fails to be processed due to the lack of cleared funds.

**Web Banker rejected future dated external transfer** **\$2.00**

Where a future dated payment cannot be made on the preselected date due to insufficient funds being available.

**Inward direct debit rejection fee**

**Standard** **\$13.00**

Where a direct debit, received via the direct entry system, is dishonoured due to there being insufficient funds to meet the drawing.

**Via NAB** **\$40.00**

Where a direct debit, received via the National Australia Bank, is dishonoured due to there being insufficient funds to meet the drawing.

### **Outward direct debit**

**Per Debit** **\$1.50**

Where a member requests CUA to debit their account at another financial institution by direct debit.

**Dishonour** **\$7.50**

Where a direct debit to another financial institution has been dishonoured for any reason by that financial institution – applied to each dishonoured transaction.

### **Excess coin deposits**

Where individual members and non-profit organisations wish to deposit coin, the following fees apply:

Coin sorted and bagged	<b>nil</b>
Personal Accounts	<b>&gt; \$100 (fee \$5 per \$100 &amp; part thereof if un-bagged)</b>
Business Accounts	<b>&gt;\$100 (fee \$5 per \$100 &amp; part thereof)</b>

Money boxes presented for credit of a minor's or beneficiary's account are exempt from these fees.

**Multi Deposit Book – Business Accounts** **\$7.50**

**SMS Banker** **\$0.25**

Each SMS message sent to the member's mobile phone. These fees will be totalled and debited monthly.

**SMS Branch/ATM Finder** **\$0.55**

**Retrieval of cheques/vouchers and documents including traces, Visa vouchers and loan documents** **\$22 (plus \$20 per hour)**

Where a member requests personal information, copies of vouchers, other documentation and/or information to be obtained about an account. An estimate of the costs involved will be provided to you prior to the work being undertaken.

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

Where members request another credit union process a withdrawal on their behalf, a fee may be charged by the other credit union.

Where members of another credit union request CUA process a withdrawal on their behalf.

**Cash withdrawals > \$5,000** **0.15% of withdrawal amount**

Where a member requests a large cash withdrawal from their account a cash order charge applies.

**Audit confirmation fee** **\$20.00**

Where a member requests that an annual audit certificate be produced on any of their accounts.

Fee per certificate.

**Manual processing fee** **\$5.00**

Correction of transactions with incorrect information.

Where CUA staff are required to process corrections of transactions that have rejected due to incorrect information being supplied to CUA, or due to member error.

**Statement copies** **\$5 per page**

The issuing of a replacement or additional copy of a CUA statement that has already been supplied.

**Staff assisted eSaver transaction** **\$20.00**

Where a member requests a CUA staff member process a withdrawal or transfer on their behalf.

**Inactive account fee (per month)** **\$5.00**

Where an account is classified “inactive”. This fee is debited to the inactive account on the first day of each month.

## **Credit services fees**

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

Where CUA sends a member a letter in relation to arrears on their account.

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

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

**Recovery phone call overdrawn or in arrears** **\$20.00**

Where CUA staff phone a member in relation to their account being overdrawn or in arrears.

**Debt collection fee**

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”.

**Field call fee** **\$45.00**

Where a CUA staff member makes, or attempts to make, a personal visit to discuss arrears in repayments or any other reason CUA considers necessary.

## Credit facilities fees

“Credit facilities” relates to any loan or other type of credit facility (for example, an overdraft facility) you have with CUA.

### Inspection fee

An inspection fee is payable to CUA’s valuer each time CUA obtains an inspection of the mortgaged property. The amount of the fee depends on the CUA panel valuers’ scale of fees.

### Valuation fee

A valuation fee may be payable in the future if CUA considers it necessary to revalue the property at any time, including to advance further funds. The amount of the fee will be subject to the CUA panel valuers’ scale of fees current at that time.

### Security Administration fees

A security administration fee is payable when a borrower applies for a further advance on a secured loan.

### Mortgage loans/Mortgage Freedom facilities/overdraft

If security offered is already held by CUA	<b>\$95.00</b>
If any security offered is new to CUA	<b>\$195.00</b>

### Personal loans

If security offered is already held by CUA	<b>\$70.00</b>
If any security offered is new to CUA	<b>\$90.00</b>

No security administration fee is payable on a further advance on an unsecured loan.

### Government fees and charges

Government fees and charges relating to stamp duty and document registration are payable on an event causing a change or variation to the transaction and/or security in the applicable state or territory.

The amount of the fee will be subject to the relevant government scale of fees current at that time.

### Solicitors’ costs

Solicitors’ costs are payable where they are engaged to prepare documents or provide advice relating to your matter on our behalf.

### Re-documentation fee

**\$200.00**

Where a borrower requests, and CUA agrees, to a restructure of a loan between approval and funding and that change requires amended documentation to be prepared, a fee will be payable.

## Variation fee

Where a borrower makes a request to:

Convert from one interest rate product to another. For example variable interest rate to a fixed interest rate product.	<b>\$300.00</b>
Convert from one personal loan product to another personal loan product.	<b>\$120.00</b>
Re-arrange and/or substitute a new security on a loan.	<b>\$500.00</b>
Re-arrange and/or substitute an existing security on a loan.	<b>\$300.00</b>
Re-arrange and/or substitute a security on a personal loan.	<b>\$100.00</b>
Consent to any dealings in relation to property.	<b>\$200.00</b>
Vary the term/repayment amount on a loan.	<b>\$100.00</b>
Add or delete a CUA Mortgage Freedom sub-account after the initial establishment of sub-accounts.	<b>\$50.00</b> <b>(per account)</b>
Vary the limit of any CUA Mortgage Freedom sub-account sub-limit.	<b>\$50.00</b> <b>(per limit varied)</b>

## Discharge fee

**\$200.00**

Where a borrower pays out any loan, part of a loan and/or requires a release of security, a fee applies (per release or transaction).

All fees are current as at date of issue, unless stated otherwise.

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

For more information:

Call **133 cua (133 282)**

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