

Fees & Charges

Account & Access Facility

Effective 11 March 2016



Quay Credit Union Ltd

ACN 087 649 723

Australian Financial Services Licence 236856

OUR APPROACH

We are focused on providing real value to our members through competitive interest rates, personalised service and a fee structure that is based on mutual support.

All members enjoy the benefit of transaction fee free banking, which is made possible by the support of members who save, invest or borrow from the Credit Union.

When members use the services of the Credit Union solely for transacting, it comes at a very high cost and reduces our ability to provide the benefits that our supporting members deserve.

To ensure that a fair system is in place, a monthly membership fee is levied on members that don't meet the supporting member criteria.

A supporting member is a member that holds at least one of the following relationships with the Credit Union:

- Loan account
- Term deposit
- Savings balance over \$1,000*

*Based on the combined minimum monthly balance of each savings account held in a member's name (joint accounts included).

The minimum monthly balance is the lowest balance held in each account anytime throughout the month. When members move money between accounts, we will take the lowest balance of each account not the overall balance.

Example:

John has 3 savings accounts with Quay CU.

| Account | Minimum balance | Date of minimum balance |
|---|------------------------|--------------------------------|
| RediAccess | \$ 45.80 | 20 March |
| Special Saver | \$362.20 | 28 March |
| Bonus Saver | \$115.45 | 11 March |
| Combined minimum monthly balance | \$523.45 | |

Special services are provided to members on a user pay basis, with the fee only recouping some of the costs for providing the service.

MEMBERSHIP FEE

| Member classification | Fee per month |
|------------------------------|----------------------|
| Supporting member | Nil |
| Members – under 21 years | Nil |
| Members – less than 3 months | Nil |
| Other members | \$5 |

TRANSACTION FEE FREE BANKING

The following transactions are provided to members without charge.

| Transaction/Service | Free transaction |
|---|------------------|
| ATM withdrawal* (rediCARD and Visa Debit) | ✓ |
| BPAY® transaction | ✓ |
| Cheque deposit | ✓ |
| Cheque - Member | ✓ |
| Cheque - Credit Union | ✓ |
| Direct credit | ✓ |
| Direct debit | ✓ |
| EFTPOS transaction | ✓ |
| External funds transfer** | ✓ |
| Internet Banking | ✓ |
| Periodical payment | ✓ |
| Phone Banking | ✓ |
| Quickdebit (inward EFT Transfer) | ✓ |
| Transfers between accounts | ✓ |
| Visa Debit transaction | ✓ |

Exclusions

*ATM Withdrawal

For transactions in Australia only. Refer to overseas service fees for Visa Debit ATM withdrawals and cash advances abroad.

An ATM direct charge may be levied at ATMs which do not form part of the rediATM network.

**EFT Transactions

A fee may apply for staff assisted external funds transfers under \$2,000 for registered Internet Banking users.

SPECIAL SERVICE FEES

| Transaction/Service | Fee per transaction |
|---------------------------------------|---------------------|
| Audit confirmation | \$10 |
| Bank cheques issued by NAB | \$38 |
| BPAY reversal | \$25 |
| Card replacement fee | |
| - rediCARD/Visa (in Australia) | \$10 |
| - Visa (overseas) | At cost |
| Document copy fee | |
| - Cheque or voucher | \$10 |
| - Statement | \$5 |
| - Visa voucher | \$25 |
| Archive retrieval cost may also apply | Min \$50 |
| External funds transfer | |
| - Priority EFT (same day) | \$40 |
| - Recall/Reversal | \$35 |
| - Staff assisted (<\$2k for IB users) | \$5 |
| NAB deposit services | |
| - Encoded NAB deposit book | \$30 |
| - NAB manual deposit fee | \$2.50 |
| Applies when encoded slip not used | |
| Security token replacement | \$25 |
| If security token previously issued | |

OVERSEAS SERVICE FEES

| Transaction/Service | Fee per transaction |
|--|---------------------|
| International payments | |
| - Foreign cheque deposit | \$10 |
| - International draft | \$20 |
| - Telegraphic transfer | \$40 |
| Multi-currency Cash Passport | |
| - Initial load/reload | 1% |
| Note: Please refer to the Multi-currency Cash Passport PDS for all fees and charges. | |
| Overseas Visa Debit ATM withdrawal or cash advance fee* | |
| For supporting members | |
| - First 10 transactions~ | Free |
| - Additional transactions | \$3 |
| Other members – each transaction | \$3 |
| * Currency conversion rate of 2% also applies | |
| ~ In conjunction with the Visa Credit card | |

DISHONOUR & EXCEPTION FEES

| Transaction/Exception | Fee per transaction |
|--|---------------------|
| Dishonour fees | |
| - Member cheque | \$15 |
| - Cheque deposit | \$15 |
| - Direct debit | \$15 |
| - Quickdebit | \$15 |
| Dormant account fee | |
| For accounts inactive for more than 12 months – excludes juniors | \$25 pa |
| Honour fee | |
| Payable on each occasion that an account is overdrawn to cover payment | \$10 |
| Overdrawn account fee | |
| For every calendar month the account remains overdrawn | \$45 pm |

WAYS TO AVOID DIRECT ATM FEES

There are some simple ways of reducing any fees that you may pay.

- **Use a rediATM or NAB ATM**

The rediATM network (which includes NAB ATMs) is one of the largest ATM networks in Australia and it's your direct charge free network. You can withdraw cash, check your balances or make transfers without paying an ATM owner fee when you use a rediATM or NAB ATM.

- **Get cash-out when you go shopping**

We're often asked, "Do you want cash-out?" when we're shopping. This is an easy way of turning two transactions into just one, and avoids being charged an ATM owner fee.

- **Use BPAY to pay your bills**

With BPAY you can pay most of your bills using our Mobile App, Phone or Internet Banking service. It's easy to do, will save you time and avoids the need to get cash out at an ATM.

- **Increase your withdrawal amount**

Many people try to budget by only withdrawing small amounts at the ATM, like \$20 at a time. While this sounds like a good idea, you could end up going to the ATM several times a day. Not only does this cost you time, but it could also cost you money in increased ATM owner fees.

- **Use our Mobile App, Internet or Phone Banking**

If you need to check your account balance, don't use an ATM, use the Credit Union's Mobile App, Internet or Phone Banking services instead. This way you will avoid ATM balance enquiry fees charged by the ATM owner.

HOW TO CONTACT US



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