

Fees and Charges Schedule

Notice of fee change from 21 September 2018

Please note effective from 21 September 2018, RACQ Bank no longer charges the following fee:

- \$2 staff assisted cash withdrawal fee in RACQ Bank branches
This service is now provided at no charge to members.

Transaction fees

Our fees and charges structure works on a user pays basis that reflects the cost of transactions. Members will find an itemised outline of transaction fees charged in each statement.

Everyday Account monthly account keeping fee	Free
Everyday Mortgage Offset Account monthly account keeping fee	Free

Staff assisted transaction fees

All deposits	Free
Cash withdrawal	Free
Bank cheque withdrawal (non-rebatable)	\$8 ⁺
Transfer savings to savings/loans	\$2 ⁺

ATM transaction fees

rediATM and NAB ATM withdrawal	\$1.30 ⁺
rediATM and NAB ATM balance enquiry (non-rebatable)	2 free per month then \$0.60 each ⁺
Incorrect PIN	Free
Insufficient funds (non-rebatable)	\$0.60 ⁺
Transfer savings to savings/loan	Free

Important note re: non rediATM fees – ATM Direct charges are in accordance with RBA's requirements. Transactions conducted on non rediATMs will be charged an upfront fee which is determined by the ATM owner.

Monthly fee rebate

Each member is eligible for a monthly fee rebate up to \$50. Members receive \$1 for every \$1,000 held in RACQ Bank savings/loans.

Calculation of the monthly rebate is based upon: average savings account balance or overdraft + balance of loan at end of month + balance of term deposit at end of month – unauthorised overdraft.

For joint loan and/or term deposit accounts, only the primary account holder will be eligible for the rebate.

The Everyday Account, First Everyday Account and Everyday Mortgage Offset Account are not part of the fee rebate scheme and their balances do not contribute to the rebate calculation for the other accounts the member holds.

eftpos transaction fees

Withdrawal	\$0.60 ⁺
Incorrect PIN	Free
Insufficient funds (non-rebatable)	\$0.60 ⁺

Other transaction fees

Telephone transfer own savings to own savings/loan	Free
Internet transfer own savings to own savings/loan	Free
Internet transfer to someone else's account or to another institution	\$0.30 ⁺
BPAY [®]	Free
Visa purchase (using credit option)	Free
Bank@Post withdrawal	\$2.50 [~]
Bank@Post decline (non-rebatable)	\$2 [~]
Direct debit	\$0.30 ⁺
Member cheque ¹	\$0.60 ⁺
Periodic payment – savings/loan/investment	Free
Periodic payment – cheque	\$4
Periodic payment – bulk cheque	\$2
Periodic payment external regular electronic payment	\$2 ⁺
Periodic payment external one-off electronic payment	\$4 ⁺
Automatic sweep	Free
Payroll credit/direct credit	Free
NAB deposit	Free

1 Not applicable to First Everyday Account.

+ Free for Everyday Account, First Everyday Account and Everyday Mortgage Offset Account.

~ Free for First Everyday Account and Everyday Account where the account is in trust for a beneficiary under the age of 18.

Additional business account fees

Cash deposit/cheque deposit	\$2/deposit
Cash deposit at Bank@Post	\$2/deposit
Cheque deposit at Bank@Post	\$2/deposit
NAB deposit	\$2.50/deposit
BPAY	\$0.30
Automatic sweep	Free
Base monthly fee*	\$5

*Base monthly fee rebated if average monthly credit balance is greater than \$5,000.

Fees and charges schedule continued

Other savings account fees

Transaction verification vouchers

Dated up to 6 months prior	Free
Older than 6 months	\$30 per archive box

Cheque fees

Special answer fee	\$15 per cheque
Special answer fee by personal delivery	\$60 per hour with a minimum fee of \$30 (plus expenses)

Dishonour of deposited cheque

Via RACQ Bank	Free
Via Bank @Post	Free

Statements

Dated up to 6 months prior	Free
Older than 6 months	Free
Faxing statements	Free
Member accessing internet banking	Free
Statements on more regular frequency than 6 month standard cycle	\$1 per statement

Cards

Visa Debit cards

Emergency replacement card	\$300 (overseas)
Replacement card and PIN	International courier charge (overseas)

Visa fees

Voucher requests	\$20 per voucher (rebated to member if fraudulent transaction)
Chargeback fee	\$27.50
EFT dispute voucher request	\$19.80 per voucher

Card accounts

Initial card issue	Free
1st replacement card	Free
2nd and each subsequent replacement card (excludes emergency replacement Visa cards)	Free
Courier card/PIN fee	\$30 per item

Additional cards

1st additional card	Free
2nd and each subsequent additional card	Free

Overseas

Cards

International postage of card or PIN	\$9 per item
Cash advance overseas	\$4.50~
ATM withdrawal overseas	\$4.50~
Multi-currency cash passport (Mastercard)	In-branch loads A\$10. Reloads by BPAY 1% of dollar value.
Foreign currency conversion fee	3% of the transaction value

~ Free for First Everyday Account and Everyday Account where the account is in trust for a beneficiary under the age of 18.

Foreign exchange fees

Foreign bank drafts	A\$15 for drafts in overseas currencies
Overseas telegraphic transfers	A\$30 for overseas telegraphic transfers
Foreign bank AUD telegraphic transfers	A\$60 for foreign telegraphic transfers in Australian dollars
Overseas banks including the agent bank may charge a handling fee; check supplied details.	
Foreign currency (cash)	1.00% fee of the A\$ amount with a minimum of \$7 per currency
Repurchase of foreign currency	A\$5
Repurchase of foreign international drafts and cheques	A\$10
Foreign international drafts and cheques processed for repurchase on a collection basis	A\$50

All fees and charges are current as at 21 September 2018 and subject to change without notice. Inclusive of GST (where applicable). Terms and conditions apply to the products and services.

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Fees and Charges Schedule continued

Zest financial and lifestyle program

Annual membership fee	\$30
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Zest financial and lifestyle program ceased being available to new applicants from 17 November 2016.

Specific products

Bank guarantee fees

Establishment fee	\$200
Maintenance fee	1.00% of the amount of the guarantee each half year in advance

Term deposits

Early redemption fee	Interest rate reduced by 2.00% for the term of the deposit
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Member chequing fees

Stop payment	\$4 per request
Cheque dishonour fee	\$15 per cheque
Payment honouring fee	\$15 per day
Voucher retrieval fee	\$20 per voucher

Direct debits

Dishonour fees – where direct debit cannot be made due to insufficient cleared funds available	\$15
Payment honouring fee	\$15 per day
Manual dishonour fee – where dishonour is at member's request	\$22
Direct entry/EFT recall	\$55 per request
Audit certificate	\$25 per certificate
Swift payments inward	\$10
Bank trace fee	\$20
Bank recall fee	\$20
Electronic funds transfer within Australia (same day)	\$35 plus \$2 staff assisted transaction fee

Collections

Drawing without funds - where debits are paid and where an account overdraws or remains overdrawn without an approved facility limit, or the facility limit is exceeded	\$20
Arrears administration fee - payable (at our discretion) if an event of default occurs	\$20
Enforcement expenses	At cost

Cash handling

Cash request fees

Cash withdrawals of more than \$5,000 require 24 hours' notice. Cash delivery charges, levied by the cash provider to RACQ Bank, are passed on at cost for large withdrawals. The charge is determined at the time of the request and may vary according to location.