

FEEES AND CHARGES

Effective from 1 November 2018



**Queensland
COUNTRY
CREDIT UNION**

INTRODUCTION

This is an important document containing details of fees and charges which may apply to the products and services provided by Queensland Country Credit Union Limited.

The fees and charges listed within this document are applicable at the date of this document and are subject to change.

Queenslanders Credit Union Limited is a wholly owned subsidiary of Queensland Country Credit Union Limited.

Any reference to “us”, “we”, “the Credit Union” “Queensland Country” or “Queenslanders” in this document is a reference to Queensland Country Credit Union Limited.



CASH WITHDRAWAL LIMITS

- The current daily cash withdrawal limits are:
 - From our branches - \$5,000 (a request to withdraw above this amount needs to be made more than one business day in advance and will be at the discretion of a Branch Manager.)
 - From an ATM or EFTPOS terminal with a Queensland Country branded card - \$1,550.
 - From an ATM or EFTPOS terminal with a Queenslanders branded card - \$1,050.
- EFTPOS withdrawals may be subject to limits imposed by the EFTPOS owner providing the withdrawal.
- The daily withdrawal limit includes any fees imposed by the ATM/EFTPOS owner.

ACCOUNT RESTRICTIONS

- Some accounts do not allow card access (SmartBudget, Star Saver, Christmas Club, Online Saver, Bonus Saver, Student Money Saver, Future Start Savings, Business Online Saver, Go Saver).
- Christmas Club and Go Saver accounts do not allow direct debits.
- Christmas Club accounts only allow withdrawals between 1 November and 31 December.

WHEN ARE FEES CHARGED

Monthly Loan Maintenance Fees, Account Service Fees and Every Day Transaction Fees are charged on the last day of the month. Other credit and service fees are charged at the time of the transaction being processed.

HOW TO MINIMISE FEES

There are a few simple steps you can take to help you minimise the payment of fees and charges:

- Choose the type of account that suits your banking preferences. More information on which accounts may suit your requirements is provided in our Product Disclosure Statements, Product Information Brochures and Conditions of Use Brochures, available from any Credit Union branch or on our websites www.qccu.com.au and www.queenslanders.com.au.
- Wherever possible, try and use accounts that offer unlimited free transactions or accounts that have fee free transaction limits.
- Use your Visa Debit, CueCard or rediCARD at an ATM that does not charge you a fee. Alternatively, you can withdraw cash from your account at the same time you are making an EFTPOS purchase by selecting the 'savings' or 'cheque' option.
- Try to plan ahead and determine how much cash you will need to cover your week's spending. This may enable you to reduce the number of transactions you need to perform thus reducing your transaction fees.
- Where possible choose the "credit" function when making purchases with your Visa Debit card. The Credit Union does not charge a transaction fee when the "credit" function is used on a Visa Debit Card within Australia.
- Use free methods such as Mobile Banking, Internet Banking and Phone Banking to check your account balances and other account information.
- Remember to keep sufficient funds in your account to cover personal cheques you write and automatic payments you have established. By doing this you will avoid dishonour fees and overdrawn account fees.
- Reduce interest charges on your Visa Credit Card by making the appropriate repayment by the due date.

COMPLAINTS HANDLING PROCESS

If you have a complaint we recommend that you contact us first. If we have made a formal proposal to resolve your complaint and you have told us that the proposal is not acceptable to you, you are entitled to have your complaint considered by the Australian Financial Complaints Authority- by calling 1800 931 678 or by visiting www.afca.org.au. This is a free external dispute resolution scheme of which the Credit Union is a member.

| PERSONAL ACCOUNTS | |
|---|--|
| MONTHLY ACCOUNT SERVICE FEES | |
| All Access Account (Unlimited Everyday Transactions) | \$6 ¹ (free if waiver met) |
| Cash Management Account (Unlimited Everyday Transactions) | \$6 ² (free if waiver met) |
| SmartBudget Account | \$5 |
| Learner and Earners, Pension Plus, Ultimate Package, Mortgage Offset, Line of Credit, Star Saver, Student Money Saver, Future Start, Bonus Saver, Online Saver, Christmas Club, Go Saver ³ | Free |
| EVERYDAY TRANSACTION FEES | |
| Deposits, Direct Credits, Direct Debits, BPAY, Internal Transfers, External Transfers | Free |
| ATM Withdrawal and Balance Enquiries | Free ⁴ |
| Member Cheque Withdrawal | Free |
| Staff Assisted Withdrawal on Online Saver Account | \$1.50 |
| Staff Assisted Withdrawals on the Christmas Club Account between 1 January and 31 October | \$1.50 |
| Bank@Post Transactions | Free |

- 1 Monthly Account Service Fee waived if you satisfy one or more of the following:
 Salary Credit of \$1,000 or more into your All Access Account each month
 Total deposit savings, investments or borrowing of over \$50,000 in any contributing account as at the last day of the month
 Hold An Ultimate Home Loan Package
 Receive an Australian War, Aged or Disability Pension
 Account holder is under 18
- 2 Waived if the account balance is \$5,000 or more on each day of the month
- 3 Go Saver account only available for existing account holders
- 4 Some ATM providers may apply a direct charge for the use of their ATM

| FIXED TERM DEPOSITS | |
|----------------------|--|
| Early Redemption Fee | Calculated as follows: Principle x (Early Redemption Rate of 2%) x (days invested/365) |

| RETIREMENT SAVINGS ACCOUNTS | |
|---|--|
| RETIREMENT SAVINGS ACCOUNT FEES | |
| Exit Fee / Withdrawal Fee | \$50 ⁵ |
| Fixed Term Deposit Early Redemption Fee | Calculated as follows: Principle x (Early Redemption Rate of 2%) x (days invested/365) |

5 Fee is \$35 until 31 December 2018

| BUSINESS ACCOUNTS | |
|---|-------------------|
| MONTHLY ACCOUNT SERVICE FEES | |
| Business Cheque Account (40 Free Everyday Transactions) | \$8 ⁶ |
| Business Plus Account (40 Free Everyday Transactions) | \$12 ⁷ |
| Business Basic Account (2 Free Everyday Transactions) | Free |
| Business Online Saver (Unlimited Internet, Phone and Mobile Transactions) | Free |
| EVERYDAY TRANSACTION FEES | |
| ATM Withdrawal, Member Cheque Withdrawal ^{8,9} | \$1 |
| ATM Balance Enquiry ^{8,9} | \$0.50 |
| External Transfers, Direct Debits, EFTPOS, BPAY ⁸ | \$0.25 |
| Staff Assisted Withdrawal ⁸ | \$1.50 |
| Deposit, Direct Credits, Internal Transfers | Free |
| Bank@Post Transactions ⁸ | \$2.65 |

- 6 Monthly Account Service Fee waived for Not For Profit Organisations
- 7 Monthly Account Service Fee waived if minimum balance is \$20,000 on each day of the month
- 8 Transactions not available on Business Online Saver
- 9 Some ATM providers may apply a direct charge for the use of their ATM

| VISA CREDIT ACCOUNTS | |
|---|------|
| ANNUAL FEE | |
| Personal Visa Credit | \$39 |
| Personal Visa Credit Rewarder Fee | \$58 |
| Business Visa Credit with Rewarder | \$90 |
| TRANSACTION FEES | |
| ATM Withdrawal at any ATM ¹⁰ | Free |
| ATM Balance Enquiries at any ATM ¹⁰ | Free |
| External Transfers, EFTPOS | Free |
| Staff Assisted Withdrawal | Free |
| Deposit, Direct Credits, Direct Debits Internal Transfers, BPAY | Free |
| Over Limit Fee | \$30 |
| Arrears Letter – Second Arrears Letter (payable when second arrears letter is sent) | \$40 |
| Arrears Letter Fee – Default Notice prior to Enforcement | \$70 |

10 Some ATM providers may apply a direct charge for the use of their ATM

| CREDIT PRODUCTS | |
|--|---|
| Includes: Home Loans, Investment Home Loans, Home Equity Loans, Ultimate Home Loan Package, Line of Credit, Personal Loans, Visa Credit | |
| LOAN MAINTENANCE FEES | |
| Annual Package Fee (Ultimate Home Loan Package) | \$350 |
| Annual Facility Review Fee (Line of Credit and Commercial Facilities) | Price on application (min \$100) |
| Monthly Loan Maintenance Fee (Personal Loans, Reno Loan, Home Equity Loans, Mortgage Loans) | \$10 |
| Monthly Loan Maintenance Fee (New Car Loans, Commercial Facilities) | \$5 |
| OTHER FEES | |
| Arrears Letter - Second Arrears Letter (payable when second arrears letter is sent) | \$40 |
| Arrears Letter Fee - Default Notice prior to Enforcement | \$70 |
| Default Interest Rate (the default interest rate is the margin on top of the annual percentage rate that would otherwise be charged under the loan contract) | 2% |
| Document Fee - Good Security Arrangement (charged when the Credit Union is required to prepare a security agreement to secure the amount of credit) | \$55 (Commercial Facilities price on application) |
| Document Fee - Guarantee (charged when the Credit Union is required to prepare a guarantee to secure the amount of credit) | \$150 |
| Document Fee - Mortgage (charged when the Credit Union is required to prepare a mortgage to secure the amount of credit) | QLD \$250 (Other States price on application) |
| Document Fee - Other (charged when the Credit Union is required to prepare non-standard security documents) | Price on application |
| Early Repayment Fee | Price on application |
| Establishment Fee (Personal Loans) | \$120 |
| Establishment Fee (Home Equity Loans, Mortgage Loans, Line of Credit) | \$250 |
| Lenders Mortgage Insurance (LMI) | Price on application |
| Mortgage Settlement Fee (payable on payout of your mortgage loan to prepare the release of mortgage. Waived if paid out due to sale or with own funds) | \$450 |
| Over the Limit Fee (payable if your balance exceeds the approved limit at any time within the month) | \$30 |
| In Branch Redraw Fee (online redraws free) | \$8 |
| Switch Fee (payable if you switch your mortgage loan to another mortgage product) | \$300 |
| Valuation Fee | Price on application |

| SERVICE FEES | |
|---|-------------------------------|
| Service fees apply to services either requested and/or used by members and are charged in addition to applicable transaction fees, government fees and charges and credit fees. Service fees will be debited to your account(s) either, when you request or use a service, or as they are incurred monthly. | |
| FUNDS TRANSFER/PAYMENTS | |
| BPAY Error Correction/Reversal | \$15 |
| BPAY Trace or Rejection | \$10 |
| Bank Draft | \$15 |
| Bank Draft Stop Payment | \$15 |
| Real Time (RTGS) Payment within Australia | \$30 |
| Direct Debit Trace | \$40 |
| Mistaken Payment Return Request | \$50 |
| Recall of Funds (including trace) | \$80 |
| Physical Security Token For Internet Banking | \$30 |
| CARD FEES (VISA CREDIT, VISA DEBIT, CUECARD AND REDICARD) | |
| Overseas Transactions - ATM Withdrawals or Cash Advance | \$4 |
| Overseas Transactions - ATM Balance Enquiry | \$1 |
| Overseas Purchase using Queensland Country branded Visa Debit Card | 3.65% of the converted amount |
| Overseas Purchase using Queenslanders branded Visa Debit Card | 5% of the converted amount |
| Overseas Purchase using CueCard, RediCard or Visa Credit Card | 1.5% of the converted amount |
| Replacement Card within Australia - lost/damaged | \$8 |
| Replacement Card Overseas - non emergency | \$50 |
| Replacement Card Overseas - Emergency | Min \$200 |
| Disputed Transaction Fee | \$35 |

| SERVICE FEES (cont) | |
|---|---|
| CHEQUE FEES | |
| Member Cheque Book (100 Cheques) | \$15 |
| Member Cheque Book (200 Cheques) | \$30 |
| Corporate Cheque Withdrawal | \$3 |
| Cheque Deposit – Special Answer | \$30 |
| Copy of Cheque (within 100 days of presentation) | \$15 |
| Copy of Cheque (more than 100 days since presentation) | \$60 per hour |
| Stop Cheque Fee (Corporate or Member) | \$10 |
| Cheque Trace | \$36 |
| DISHONOUR/HONOUR FEES | |
| Direct Debit Honour / Member Cheque Honour | \$5 |
| Direct Debit Dishonour / Member Cheque Dishonour | \$15 |
| Bank@Post Cheque Dishonour Fee | \$21.10 |
| Overdrawn Account Interest Fee | Rate applied is the Unsecured Personal Loan Interest Rate |
| CASH HANDLING FEES | |
| Business Cash Deposit Fee (on cash deposits over \$10,000) | 5% of total deposit |
| Coin Deposit Fee (on coin deposits over \$100) | 5% of total coin deposit |
| Float Fee | 1% of withdrawal amount (min \$25) |
| DORMANT ACCOUNT | |
| Dormancy Fee (charged when no transactions for 12 months) | \$10 p.a. |
| STATEMENT/RECORD REQUEST | |
| Audit Certificates | \$20 |
| Certificate of Balance/Interest | \$10 |
| Archive Retrieval per box | \$35 |
| Document Search per hour | \$60 |
| Statement Copies per page | \$1 |
| Periodic Statement Fee (where statements are required more than once a quarter) | \$2 |

| SERVICE FEES (cont) | |
|---|----------------------|
| INTERNATIONAL TRANSACTIONS | |
| Foreign Currency Telegraphic Transfer | \$30 |
| Australian Dollar Telegraphic Transfer | \$50 |
| Telegraphic Transfer Trace | \$40 |
| Inwards Telegraphic Transfer | Free |
| Foreign Currency Notes Order | 1% of sale (min \$8) |
| Foreign Cheque/Draft Conversion <\$25,000 | \$10 |
| Foreign Cheque/Draft Conversion >=\$25,000 | \$50 |
| Money In Minutes | Price on application |
| Multicurrency Cash Passport | Refer to PDS |
| SWEEP FEES | |
| Internal Sweep to cover overdrawn account where sweep facility has been established | \$1.50 |
| Internal Sweep to cover overdrawn account where sweep facility has not been establish | \$5.00 |

HOW TO CONTACT US

If you have any questions or need more information, please contact us:

Branch Visit our website for a listing of all our branches.

Post PO Box 679, Aitkenvale QLD 4814

Phone 1800 075 078

Website www.qccu.com.au or www.queenslanders.com.au

Email info@qccu.com.au



Queensland Country Credit Union

CONDITIONS OF USE

If you would like information about the fees and charges or other information relating to the products mentioned in this brochure, please ask any of our branch staff for the relevant brochure.

TAX FILE NUMBER

Interest earned on all savings accounts must be declared for income tax purposes. If you do not provide us with your Tax File Number or Tax File Number Exemption, we must deduct tax from your interest earned at the highest personal income tax rate. You are not obliged to provide your Tax File Number or Tax File Number Exemption. Foreign Tax Residents - Australian Financial Institutions must identify accounts held by Customers or entities who are foreign tax residents and report on those accounts to the Australian Taxation Office. You will be required to provide your Tax Identification Number (TIN) or equivalent, or a reason why you do not have one.

READ WITH

This document must be read in conjunction with: Account and Access Facility Conditions of Use, Financial Services Guide, Interest Rate Schedule, Credit Guide and the relevant Product Information Brochure.

The information in this document does not take into account your objectives, financial situation or needs. Before acting on the information you should consider whether it is right for you and seek your own advice.