

Australian Unity Bank

Schedule of Fees, Charges and Transaction Limits

31 October 2024

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Schedule of Fees, Charges and Transaction Limits

Important Information

This document must be read in conjunction with the following documents:

- Schedule of Interest Rates – Transaction and Savings Accounts
- Schedule of Interest Rates – Investment
- Schedule of Interest Rates – Lending
- Australian Unity Bank Transaction, Savings and Investment Products Terms and Conditions and Low Rate Visa Card Conditions of Use

Together these documents form the Terms and Conditions for Australian Unity Bank's Accounts.

Australian Unity Bank Limited

ABN 30 087 652 079, AFSL/Australian Credit Licence 237994

How to Contact Us

If you would like more information about any of our products or fees and charges, please contact us using one of the following methods:

- Phone us on **1300 790 740** (Monday to Friday – 8.30am to 5.30pm AEST/AEDT)
- Write to us at **GPO Box 1801, Melbourne VIC 3001**
- Email us at bankingsupport@australianunity.com.au

Security Information

To report the loss, theft or unauthorised use of your card or PINs, please contact:

Within Australia:

Our Customer Services Team on **1300 790 740** (Monday to Friday – 8.30am to 5.30pm AEST); or Visa Cardholder Support Hotline (Australia) on **1800 125 440**, open 24 hours.

Outside Australia:

Visa Cardholder Support Hotline (International) on **+1 303 967 1096**. Go into an overseas bank and ask them for the phone number to cancel your Visa Card; or Call operator assistance to obtain the Visa Global Assistance phone number for the country you are in.

Important: Please contact us before you travel overseas for the current Visa hotline arrangements. Contact may also be made within the country you are travelling with Visa. Countries have different hotline details.

Customer Owned Banking Code of Practice

We subscribe to the Customer Owned Banking Code of Practice. The relevant provisions of the Customer Owned Banking Code of Practice as amended from time to time apply if you are an individual or a small business (as defined by the Customer Owned Banking Code of Practice).

These document and the fees, charges and transaction limits apply to these Accounts:

- Healthy Banking Everyday Transaction Account
- Mortgage Offset Accounts
- Active Saver Account
- Freedom Saver Account
- Easy Saver Plus Account
- Kids Saver Account
- Term Deposit
- SMSF Cash Management Account
- SMSF Term Deposit

For fees and charges on accounts closed to new customers, please refer to 'Schedule of Fees, Charges and Transaction Limits – Closed products (no longer available for sale)

Summary of fees and charges by product

	Fee Amount	Healthy Banking Everyday Transaction Account	Easy Saver Plus	Active Saver	Freedom Saver	Kids Saver	Low Rate Visa Credit Card	Term Deposit	SMSF Term Deposit	Mortgage Offset Accounts	SMSF Cash Management
ATM / EFTPOS dispute lodgement	\$5.50	✓					✓			✓	✓
ATM withdrawal or balance enquiry	Direct charge by the provider	✓					✓			✓	✓
Audit request fee	\$30 per hour (min charge \$30.00)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Australia Post Bank@Post cash deposit	Free	✓					✓			✓	✓
Australia Post Bank@Post cash withdrawal	Free	✓									
Australia Post Bank@Post cash withdrawal	\$2.50						✓			✓	✓
Australia Post Bank@Post cheque deposit	Free	✓					✓			✓	✓
Australia Post Bank@Post cheque dishonour fee	\$25.00	✓					✓			✓	✓
BPAY® enquiry	\$5.50	✓		✓		✓	✓			✓	✓
BPAY® error correction	\$22.00	✓		✓		✓	✓			✓	✓
BPAY® payments	Free	✓		✓		✓	✓			✓	✓
Cash advance fee	\$5.00	✓					✓			✓	✓
Cheque copy fee	\$49.50	✓	✓	✓	✓	✓	✓			✓	✓
Cheque special clearance fee	\$15.00	✓	✓	✓	✓	✓	✓			✓	✓
Direct debit dishonour fee	\$15.00	✓					✓			✓	✓
Direct debits	\$0.30					✓	✓			✓	✓
Direct entry - supplier recall fee	\$55.00	✓		✓		✓	✓			✓	✓
Direct entry - trace fee	\$22.00	✓		✓		✓	✓			✓	✓
Documentation search fee	\$30 per hour (min charge \$15)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Dormant account fee	\$2.50 per month	✓	✓	✓	✓					✓	✓
EFTPOS purchase	Free	✓									

	Fee Amount	Healthy Banking Everyday Transaction Account	Easy Saver Plus	Active Saver	Freedom Saver	Kids Saver	Low Rate Visa Credit Card	Term Deposit	SMSF Term Deposit	Mortgage Offset Accounts	SMSF Cash Management
EFTPOS purchase	\$0.40									✓	✓
EFTPOS purchase with cash out	Free	✓									
EFTPOS purchase with cash out	\$0.60									✓	✓
Emergency overseas card replacement/cash	175 USD	✓					✓			✓	✓
Foreign currency cheque dishonour fee	\$30.00	✓	✓	✓	✓	✓	✓			✓	✓
Foreign currency conversion fee	3% of the AUD amount	✓					✓			✓	✓
Foreign currency deposits	\$15.00	✓	✓	✓	✓	✓	✓			✓	✓
Inward cheque deposit dishonour fee	\$10.00	✓	✓	✓	✓	✓	✓			✓	✓
Late payment fee	\$10.00						✓				
Low Rate Visa Credit Card Annual Fee	\$59.00						✓				
Monthly account keeping fee	Free	✓								✓	✓
Overdrawn account fee	\$5.00	✓	✓	✓	✓	✓				✓	✓
Overseas international money transfer (AUD or foreign currency)	\$30.00	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Pay Anyone including Osko	Free	✓	✓	✓	✓	✓	✓			✓	✓
Printed periodic Statement via post fee	\$2.00	✓	✓	✓	✓	✓	✓			✓	✓
Replacement card within Australia	\$20.00	✓					✓			✓	✓
Same day EFT (via RTGS)	\$30.00	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Staff assisted transactions	\$2.50	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Term Deposit Early redemption (payout)	Variable							✓	✓		
Visa Chargeback	\$22.00	✓					✓			✓	✓

	Fee Amount	Healthy Banking Everyday Transaction Account	Easy Saver Plus	Active Saver	Freedom Saver	Kids Saver	Low Rate Visa Credit Card	Term Deposit	SMSF Term Deposit	Mortgage Offset Accounts	SMSF Cash Management
Visa Debit Card fee	Free	✓									
Visa Debit Card fee	\$2.00									✓	✓
Voucher Retrieval	\$16.50	✓					✓			✓	✓

Fee descriptions

ATM / EFTPOS dispute lodgement

Charged when you wish to dispute an ATM / EFTPOS transaction. Applicable only if customer error is identified.

ATM Withdrawal or balance enquiry

Charged by the financial institution whose ATM you are using when the transaction is made.

Audit request fee

Charged when you request us to provide a written confirmation of your financial accounts with Australian Unity.

Australia Post Bank@Post cash deposit

Charged when you make a cash deposit at an Australia Post Bank@Post outlet.

Australia Post Bank@Post cash withdrawal

Charged for each cash withdrawal you make at an Australia Post Bank@Post outlet.

Australia Post Bank@Post cheque deposit

Charged for each cheque you deposit at an Australia Post Bank@Post outlet. Please note cheques can take up to 7 business days to clear.

Australia Post Bank@Post cheque dishonour fee

Charged when a cheque you have deposited at an Australia Post Bank@Post outlet is dishonoured. \$14.47 will be charged to your account directly from Australia Post, and \$10.53 for administrative costs will be charged to your account by Australian Unity Bank. This breakdown of the two charges equals the total fee amount of \$25.00

BPAY® enquiry

Charged when you request us to perform a destination trace on a BPAY® payment you make from your account with us.

BPAY® error correction

Charged when you request us to correct a BPAY® payment you make from your account with us.

BPAY® payments

Charged for each BPAY® payment you make.

Cash advance fee

Charged for each cash advance withdrawal you make at an Australian or overseas ATM.

Cheque copy fee

Charged where the cheque enquiry must be lodged with another financial institution.

Cheque special clearance fee

Charged when you request a cheque to be cleared ahead of usual cheque clearance times. Please note we cannot guarantee this service.

Direct debit dishonour fee

Charged when a direct debit is dishonoured due to insufficient funds.

Direct Debits

Charged for each direct debit made on your account.

Direct entry - supplier recall fee

Charged when you request us to recall an Electronic Funds Transfer (EFT) made by you. EFT is the movement of money between banks using their computer based systems.

Direct entry - trace free

Charged when you request verification of a direct debit authorisation / outgoing EFT destination trace.

Documentation search fee

Charged when you request us to search and/or retrieve voucher/s or other documentation connected to your accounts with Australian Unity.

Dormant account fee

Charged on an account without any activity for over 12 months. You will be contacted prior to this fee being applied.

EFTPOS purchase

Charged for each EFTPOS purchase you make using debit facilities on your card (cheque/savings).

EFTPOS purchase with cash out

Charged for each EFTPOS purchase with cash out you make using debit facilities on your card (cheque/savings).

Emergency overseas card replacement/cash

Charged to replace your Visa Card or for emergency cash withdrawal while overseas.

Foreign currency cheque dishonour fee

Charged when a foreign currency cheque you have deposited into your account with us is dishonoured.

Foreign currency conversion fee

Charged where a transaction is made in foreign currency and the merchant or financial institution accepting the card is located outside of Australia.

Foreign currency deposits

Charged for each bank draft or cheque deposit made into your account in a foreign currency.

Inward cheque deposit dishonour fee

Charged for each cheque paid into your account with us which is dishonoured.

Late payment fee

Charged when the Minimum Monthly Payment is not received by the 'Due Date' as noted on your statement.

Low Rate Visa Credit Card Annual Fee

Charged annually in advance, charged on the issue date anniversary of the card.

Monthly account keeping fee

This fee is charged for managing and maintaining your account.

Overdrawn account fee

Charged when your account is overdrawn, please note the prevailing overdrawn interest rate also applies. Please refer to the Schedule of Interest Rates – Transaction & Savings accounts 'Account Overdrawn Penalty Rate'.

Overseas international money transfer (AUD or foreign currency)

Charged when you request us to electronically transfer Australian dollars (AUD) or foreign currency overseas.

Pay Anyone including Osko

Charged for each Pay Anyone transfer you make via internet banking or our mobile banking app to another Australian bank account.

Printed periodic Statement via post fee

Charged when you request paper statements. Electronic statements through internet banking are fee free.

Replacement card within Australia

Charged to replace your Visa Card within Australia. Not applied if your card has been a subject of fraud.

Same day EFT (via RTGS)

Charged to when you request a same-day EFT be made to a non-Australian Unity account.

Staff assisted transactions

Charged for each transaction our staff perform.

Visa Chargeback

Charged when you request assistance to recover a Visa payment made by you.

Visa Debit Card fee

Charged monthly to an account that has a Visa Debit Card linked, unless advised by us that a fee exemption applies.

Voucher Retrieval

Charged when you request us to retrieve evidence of a purchase made by you.

Term Deposit Early Redemption (Payout)

In accepting a fixed term deposit, you agree to invest those funds with us for the nominated term. The acceptance of an early redemption request will be subject to an interest adjustment, calculated as a percentage on the actual term of the deposit, referenced to the original maturity date. For fixed term deposits opened or reinvested on or after 01 February 2024, acceptance of an early redemption request is subject to the 31 days' notice period requirements set out in the Australian Unity Bank Transaction, Savings and Investment Products Terms and Conditions.

Calculating the interest adjustment

Example 1: Term Deposit Early Full Redemption (Payout)

The formula to calculate the amount of the interest adjustment on an early full term deposit redemption can be expressed as:

Pro rata interest at agreed fixed rate – pro rata interest adjustment = Interest Payable Amount

An Example

- On 1 March, Anna invests \$10,000 in a fixed term deposit for 9 months at an Agreed Fixed Rate of 5.05% p.a.
- Anna's fixed term deposit period is for 274 days (1 March to 30 November) "Agreed Fixed Term".
- On 31 May, Anna submits an early redemption request (also known as an 'Early Redemption – Fixed Term Deposit Form') to access all of her investment. Notice period of 31 days applies.
- The Actual Term of the Deposit after taking into account 31 days' notice is 122 days (1 March to 1 July).
- On 1 July, Anna receives access to her investment of \$10,000 after giving 31 days' notice.
- She will also receive her Interest Payable Amount for the Adjusted Term
- To calculate the Interest Payable Amount, we calculate the Actual Term (122 days) as a percentage of the Agreed Fixed Term (274 days), so the term deposit has been held for 44.53% (Held for term inclusive) of the 274 days.
- We then apply that percentage to the below 'Reduction in Rate' table. 44.53% falls in the category of 41-60%, so we apply an adjusted interest rate of 3.03% p.a. (5.05% - (5.05% X 40%) = 3.03%).

To calculate the Interest Payable Amount interest Anna will receive, we calculate the Adjusted Fixed Rate for the Actual Term and deduct it from the Agreed Fixed Rate for the Actual Term.

The calculation for this example will be:

\$168.79 (Agreed Fixed Rate Interest for the Actual Period) - \$67.52 (Adjusted Fixed Rate Interest for the Actual Period) = \$101.28 (includes interest payable amount of \$101.28)

Note: Pro rata interest at agreed fixed rate = \$10,000 X 0.0138%* (daily rate of interest) X 122 days

Pro rata interest adjustment = Pro rata interest at agreed fixed rate X 40% (Reduction in Rate)

*Rounded up from 0.01383562%

The example assumes a non-leap year.

Reduction in Rate Table:

Held for term (inclusive)	Reduction in rate
0-10%	S1 savings rate
11-20%	80%
21-40%	60%
41-60%	40%
61-80%	20%
81-99%	10%

Example 2: Term Deposit Early Partial Redemption (Payout)

The formula to calculate the amount of the interest adjustment on an early partial term deposit redemption can be expressed as:

Pro rata interest at agreed fixed rate – pro rata interest adjustment = Interest Payable Amount

An Example

- On 1 March, Mark invests \$10,000 in a fixed term deposit for 9 months at an Agreed Fixed Rate of 5.05% p.a.
- Mark's fixed term deposit period is for 274 days (1 March to 30 November) "Agreed Fixed Term".
- On 31 May, Mark submits an early redemption request (also known as a 'Early Redemption – Fixed Term Deposit Form') to access \$4,000 of his investment. Notice period of 31 days applies.
- The Actual Term of the Deposit for \$4,000 of his investment after taking into account 31 days' notice is 122 days (1 March to 1 July).
- On 1 July, Mark receives access to \$4,000 of his investment after giving 31 days-notice.
- To calculate the Interest Payable Amount, we calculate the Actual Term (122 days) for \$4,000 as a percentage of the Agreed Fixed Term (274 days), so the term deposit has been held for 44.53% (Held for term inclusive) of the 274 days.
- We then apply that percentage to the below 'Reduction in Rate' table. 44.53% falls in the category of 41-60%, so we apply an adjusted interest rate of 3.03% p.a. (5.05% - (5.05% X 40%) = 3.03%).
- To calculate the Interest Payable Amount interest Mark will receive, we calculate the Adjusted Fixed Rate for the Actual Term and deduct it from the Agreed Fixed Rate for the Actual Term.

The calculation for this example will be:

\$4,000 of the investment + \$67.52 (Agreed Fixed Rate Interest for the Actual Period) - \$27.01 (Adjusted Fixed Rate Interest for the Actual Period) = \$4,040.51 (includes interest payable amount of \$40.51).

\$6,000 of the investment + \$227.46 interest (Agreed Fixed Rate Interest for the Actual Period) = \$6,227.46

Mark will receive his Interest Payable Amount at the end of the Agreed Fixed Term

Note: Pro rata interest at agreed fixed rate = \$4,000 X 0.0138%* (daily rate of interest) X 122 days

Pro rata interest at agreed fixed rate = \$6,000 X 0.0138%* (daily rate of interest) X 274 days

Pro rata interest adjustment = Pro rata interest at agreed fixed rate X 40% (Reduction in Rate)

*Rounded up from 0.01383562%

The example assumes a non-leap year.

Reduction in Rate Table:

Held for term (inclusive)	Reduction in rate
0-10%	S1 savings rate
11-20%	80%
21-40%	60%
41-60%	40%
61-80%	20%
81-99%	10%

Wholesale Term Deposit Early Redemption (Payout)

In accepting a fixed term deposit, you agree to invest those funds with us for the nominated term. Unless otherwise agreed by Australian Unity Bank Limited (AUBL), a wholesale term deposit can only be withdrawn on or after the maturity date of the account. An early withdrawal of funds (in part or full) from a wholesale term deposit before the maturity date is only at the discretion of AUBL. Acceptance of an early redemption request is also subject to the 31 days' notice period requirements set out in the Australian Unity Bank Transaction, Savings and Investment Products Terms and Conditions.

On the maturity date of a wholesale term deposit, AUBL must repay the principal amount of the term deposit and all accrued and unpaid interest, unless the term deposit has been previously repaid.

If you break the term of a wholesale term deposit, AUBL reserves the right not to pay any interest or may agree to pay a lesser amount of interest at AUBL's absolute discretion. If AUBL agrees to an early withdrawal before the maturity date, AUBL is entitled to charge a break cost that is to be determined by AUBL based on its replacement costs and other factors that AUBL considers relevant in its absolute discretion.

You may contact AUBL at any time prior to the maturity date, up until the business day before the maturity date, to request a withdrawal of funds at maturity or to specify how the funds are to be reinvested.

Daily account limits

Daily Limits on Withdrawals	
Cash withdrawals using your Visa Card (including EFTPOS)	up to \$1,250
External internet banking transfers	A standard daily account limit of \$1,250 applies. Please note: BPAY® payment limits are set by the BPAY® Biller
Internal internet banking transfers	Unlimited

Daily account limits may be changed by calling us; however, approval of this application will be at our discretion.

Please note: Daily limits on cash and EFTPOS withdrawals cannot be changed.

Fee rebates and exemptions

Fee rebates

This section explains how the fee rebate works and which fees are covered if you meet the rebate criteria. Please note the rebate is applicable only to EFTPOS purchases, EFTPOS purchased with cashout, Direct Debit Fee, Debit card Fee and Australia Post Bank@Post withdrawal fee where these fees are applicable. Please note that the Health Everyday Banking Transaction account does not incur these fees, therefore the rebate is not applicable.

The level of transaction fee rebate you are eligible for will be determined by the sum of your average deposit and loan balances, including your credit card balance, each month.

Any transaction fees in excess of your eligible transaction fee rebate will be charged to your account at the end of the month.

Factors that contribute to your relationship balance:

- Average loan debit balance;
- Average deposit balance;
- Average credit card balance owed.

Relationship Balance for the month	Rebate per month
\$1 - \$999	\$ -
\$1,000 - \$4,999	\$3.00
\$5,000 - \$24,999	\$5.00
\$25,000 - \$99,999	\$10.00
\$100,000 +	Unlimited

Your relationship balance is calculated at the end of each month. Fee rebates are applied retrospectively.

Example:

Consider the example below to understand how the fee rebates are calculated:

Savings and Investments	Balance	Relationship Bal.
Active Saver	\$ 3,000	
Term Deposit	\$10,000	
Total Savings and Investments balance		\$13,000
Loan Accounts		
Credit Card (average monthly debit balance)	\$2,500	
Personal Loan	\$15,000	
Total Loans balance		\$17,500
Total Relationship Balance		\$30,500
Total Rebate available for the month		\$10

In the example above the customer is eligible for a \$10 rebate on transaction fees incurred during the month. Please note the transaction fee rebate does not apply to all fees and charges, it is limited to those listed above.

Fee exemptions

In addition to the relationship balance transaction fee rebate, the following customer groups will be exempt the following fees (other fees and charges may apply as appropriate):

Exemption type	Fees that are exempt
Customers aged under the age of 18	Paper statement fee EFTPOS purchase EFTPOS purchase with cashout Direct debit fee Debit card fee and Bank@Post withdrawal fee
Customers aged 65 and over	EFTPOS purchase EFTPOS purchase with cashout
Home Loan (if you have an open home loan)	Direct debit fee Debit card fee and Bank@Post withdrawal fee

Additional ad-hoc fees

You may incur additional ad-hoc fees as part of the set up or operation of your account. Whilst these fees are not specifically listed here, you will be notified prior and they will be charged as per the cost to us.

Changes to fees and charges

We reserve the right to change any of the fees and charges detailed in this document, including the introduction of new fees. We may also waive fees and vary transaction limits in certain circumstances. If we decide to change fees and charges, we will do so in accordance with applicable laws, regulations and codes of practice. Customers will be notified accordingly.

For more information about notification periods and changes to our fees, please refer to the Australian Unity Bank Transaction, Savings and Investment Products Terms and Conditions document.

How to Minimise Fees

Simple ways to reduce the fees and charges payable on your account can include limiting the number of withdrawals you make. For example, if you currently withdraw small amounts of money a number of times a week, you may wish to withdraw a larger amount only once or twice a week.

Transactions that are free of charge include:

- Pay Anyone transfers (including Osko);
- Cash deposits (at any Australia Post Bank@Post outlet);
- Account transfers (a transfer from one Australian Unity account to another Australian Unity account);
- Direct credits.

You can also minimise the amount of fees you are required to pay by ensuring that you do not overdraw your account, making payments you are required to make on time, transacting through internet banking or our mobile banking application where possible, and closing an account if you are no longer using it.

Error rectification

Where a customer makes a request that would normally incur a fee as described in this document and it is found to be as a result of our error, the applicable fee will be waived.

Contact us

1300 790 740

australianunity.com.au