



## Fees & Charges

- Savings Accounts
- Transaction Accounts
- Business Accounts
- Non-Standard Fees & Charges

Effective 4 April 2024

This document should be read in conjunction with our Product and Services Terms and Conditions and our Savings and Investment Interest Rate Schedule, before making a decision to acquire any financial product.

The fees and charges contained in this document are effective at the date of this document and are subject to change. Fees, charges and interest rates relating to loan products are detailed on the relevant loan documentation.

## **Fee-free transactions**

The following transactions are free across all of the accounts listed in this document (where the transaction is applicable to that account type).

- Online internal transfers (BankWAW to BankWAW).
- Online external transfers (BankWAW to a third party payee).
- Direct credits.
- Over the counter deposits.

## **Debiting of fees and charges**

Transaction based fees and charges and cheque fee charges are debited to the account on the last day of each month. Direct charge fees by third-party ATMs are debited to the account at the time of acceptance. Non-standard fees and charges are generally debited to the account at the time of relevant activity.

## **Fee-exempt accounts**

BankWAW offers a number of fee-exempt accounts. Fee-exempt accounts still attract non-standard fees and charges. Please refer to Table 4 in this document for details.

## **Account transfers**

BankWAW offers a fee-free Star Saver account for children aged 0-12. At the account holder's 13th birthday, this account will automatically be transferred to a fee-free S58 Youth Saver account.

The Youth Transact and Youth Saver accounts are free accounts for young people aged 13 to 25. On the account holder's 26th birthday these accounts are transitioned from:

- S57 Youth Transact to S55 Everyday Transact
- S58 Youth Saver to S51 Everyday Saver.

These accounts will revert to the standard fee structure for each account type at that time.

## **Staff assisted transactions in Service Centres**

BankWAW will charge a fee of \$2.00 per transaction for any of the following (unless specified):

- Over the counter Electronic Funds Transfers
- Ongoing / regular external transfers
- Over the counter cash withdrawals
- Over the counter BPAY transactions.

## Direct charging at third-party ATMs

If you use an ATM that is operated by a third-party (including international), you may see the charge for using that ATM on the screen before you decide whether to proceed with the transaction. This is not a BankWAW transaction fee. If you decide to accept that fee, it will be separately debited to your account at the time of the transaction and will be shown on your statement.

**Table 1 - Transaction Accounts**

Account Type	S55 Everyday Transact	S57 Youth Transact	S56 Mortgage Offset	S65 Pension Plus	S66 Club & Community Transact	S60 Disability Support	S8 Sub- Transact Account
Monthly access fee	\$6.00 <sup>^</sup>	N/A	\$6.00	N/A	N/A	N/A	\$2.00
Monthly fee for up to nine Sub-Transact accounts <sup>**</sup>	\$2.00	N/A	\$2.00	\$2.00	N/A	N/A	N/A
Transactions in the fee-free bundle per month <sup>*</sup>	Unlimited	Unlimited	Unlimited	Twelve #	Unlimited	Unlimited	Unlimited
<b>Transaction fees chargeable outside of monthly allocation</b>							
Staff assisted transaction in a BankWAW Service Centre	\$2.00	Free	\$2.00	\$2.00	Free	Free	\$2.00
Cash deposits at a BankWAW Service Centre	Free	Free	Free	Free	Free	Free	Free
BPAY Online	Free	Free	Free	\$0.40	Free	Free	Free
Direct Debits	Free	Free	Free	\$0.40	Free	Free	Free
Visa / EFTPOS transaction fee <sup>^^</sup>	Free	Free	Free	\$0.60	Free	Free	N/A
Osko / NPP payments	Free	Free	Free	Free	Free	Free	Free

<sup>^</sup> waived if you deposit \$2,000 in a month.

<sup>\*</sup> transactions includes EFTPOS, ATM cash transactions, BPAY, Direct Debits, Osko/NPP Payments and online transfers.

<sup>\*\*</sup> optional feature, charge cannot be waived.

<sup>#</sup> twelve transactions per month can include any of the above plus any staff assisted over-the-counter transactions.

<sup>^^</sup> fee is charged when using card online or in-store.

## Table 2 - Savings Accounts

Account Type	S51 Everyday Saver	S52 Bonus Saver	S53 Christmas Saver	S54 Star Saver	S58 Youth Saver	S67 Club & Community Saver	S64 SMSF Saver
Monthly access fee	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Transactions in the fee-free bundle per month *	NIL	NIL	NIL	Unlimited	Unlimited	Unlimited	NIL
Transaction fees chargeable outside of monthly allocation							
Staff assisted transaction in a BankWAW Service Centre	\$2.00	\$2.00	\$2.00	Free	Free	Free	\$2.00
Cash deposits at a BankWAW Service Centre	Free	Free	Free	Free	Free	Free	Free
BPAY Online	\$0.40	\$0.40	N/A	Free	Free	Free	\$0.40
Direct Debits	\$0.40	N/A	N/A	N/A	\$0.40	\$0.40	\$0.40
Visa / EFTPOS transactions fee^^	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Osko / NPP payments	Free	Free	Free	N/A	Free	Free	Free

\* transactions includes EFTPOS, ATM cash transactions, BPAY, Direct Debits, Osko/NPP Payments and online transfers.

^^ fee is charged when using card online or in-store.

### Table 3 - Business Accounts

Account Type	S63 Business Transact	S62 Business Basic	S61 Business Saver
Monthly access fee	\$10.00	N/A	N/A
Monthly fee for up to nine Sub-Transact accounts **	\$2.00	N/A	N/A
Transactions in the fee-free bundle per month*	Unlimited	NIL	NIL
<b>Transaction fees chargeable outside of monthly allocation</b>			
Staff assisted transaction in a BankWAW Service Centre	\$2.00	\$2.00	\$2.00
Cash deposits at a BankWAW Service Centre	Free	Free	Free
BPAY Online	Free	\$0.40	\$0.40
Direct Debits	Free	\$0.40	\$0.40
Visa / EFTPOS transaction fee^^	Free	\$0.60	N/A
Osko / NPP payments	Free	\$0.60	Free

\* transactions includes EFTPOS, ATM cash transactions, BPAY, Direct Debits, Osko/NPP Payments and online transfers.

\*\* optional feature.

^^ fee is charged when using card online or in-store.

## Table 4 - Non-Standard Fees and Charges

The following non-standard fees and charges apply across all account types as appropriate.

Type	Application	Fee
<b>Cheques *</b>		
Stop cheque request	When you ask us to stop a cheque	\$10.00
Personal cheque fee	Payable when a cheque you have written is banked	\$1.50
Dishonour fee - personal or business cheque	Insufficient cleared funds in your account, cheque returned to drawer	\$10.00
Foreign currency cheque fee	When you deposit a foreign currency cheque to your account	Convera will charge you \$5.00. BankWAW will charge you \$10.00
<b>International transactions</b>		
International ATM enquiry	When you check your account balance overseas	\$1.00
International ATM withdrawal	When you withdraw cash at an ATM overseas	\$3.00
International fee	Charged on any foreign currency transaction converted into Australian dollars, payable at the time the currency conversion is made	2.75%
<b>Other</b>		
Assistance Request fee	Provision of assistance relating to accounts data, accounts management or banking arrangements not otherwise specifically addressed in the schedule of fees and charges	\$50 per hour (min fee \$20.00)
Bank Audit Certificate fee	When you ask us to provide a Bank Audit Certificate	\$30.00
Card replacement fee - Visa Debit card	When you request a replacement Visa Debit Card	\$10.00
Deposit books	When you request an additional deposit book in your name	\$7.50
Dishonour fee - direct debit, BPAY, periodic payments	Insufficient cleared funds in your account	\$10.00

\* **BankWAW no longer offers personal or corporate cheque facilities from 31/01/2024.**

## Non-Standard Fees and Charges (cont.)

Type	Application	Fee
<b>Other</b>		
Electronic Payment Trace	When you request an external transaction be traced	\$30.00
Foreign cash	When you purchase foreign cash	1% of order value in \$AUD
Large cash withdrawals	Payable if you request a cash withdrawal totalling \$3,000 or more	Price on application
Inactive account fee	Where your account has not been transacted upon for a period of 12 months or more	\$20.00
Overdrawn account	When you have overdrawn funds and your account is in debit	\$10.00
Real Time Gross Settlement	SWIFT - inward transfer (RTGS)	\$10.00
Real Time Gross Settlement	SWIFT - outward transfer (RTGS)	\$15.00
Real Time Gross Settlement	SWIFT - inward transfer from Centrelink	\$10.00
Statement request	A request to provide a copy of your statement or a statement on a passbook account	\$2.00 per statement
Stop payment request	When you ask us to stop an electronic payment	\$5.00



### **BankWAW Head Office**

11 Stanley St Wodonga VIC 3690

**tel:** 02 6022 8444 | **fax:** 02 6022 8400 | **email:** [info@bankwaw.com.au](mailto:info@bankwaw.com.au) | **web:** [bankwaw.com.au](http://bankwaw.com.au)  
BSB 803-070 | ABN 48 087 651 787 | AFSL / Australian Credit Licence 247298.

### **Internet Banking**

**web:** [bankwaw.com.au](http://bankwaw.com.au)

### **Phone Banking**

**tel:** 1300 361 766

### **Contact Centre**

**tel:** 1300 368 555

### **VISA Hot-line**

**tel:** 1800 648 027

24 hour service for lost or stolen cards

### **Internal Dispute Resolution**

#### **Complaints Officer - BankWAW**

PO Box 568 Wodonga VIC 3689

**email:** [info@bankwaw.com.au](mailto:info@bankwaw.com.au) | **web:** [bankwaw.com.au](http://bankwaw.com.au)

**Phone:** 02 6022 8445 or AH 1300 368 555 | **Fax:** 02 6022 8401

### **External Dispute Resolution**

#### **Australian Financial Complaints Authority**

GPO Box 3 Melbourne Vic 3001

**tel:** 1800 931 678 | **email:** [info@afca.org.au](mailto:info@afca.org.au) | **web:** [afca.org.au](http://afca.org.au)

BankWAW is the registered business name held by WAW Credit Union Co-operative Ltd.  
Effective 4 April 2024