



Discontinued Accounts

Features, Fees and Charges

Effective Date 1 November 2024

This document applies to the following products, which are no longer offered for sale by BankWAW.

- S1 – OnCall Saver
- S2 – Star Saver
- S3 – Business Transaction Account
- S4 – Visa Debit Account
- S5 – Christmas Club Account
- S6 – myGoal Account
- S9 – Money Manager
- S10 – Savings Investment
- S11/S12 – Retirement Plus
- S13 – Community Care
- S14 – Disability Support
- S15 – Youth eSaver
- S18 – Club & Community Transact
- S19 – Club & Community eSaver
- S20 – eSaver
- S21 – eAccess
- S22 – School Star Saver
- S30 – Line of Credit
- S40 – Offset Account

Table 1: Summary of accounts, facilities and transaction limits – discontinued products

Account name	S1 Oncall Account	S2 Star Saver	S3 Business Transact	S4 Visa Debit Account	S5 Christmas Club	S6 myGoal	S9 Money Manager	S10 Savings Investment	S11 / S12 Retirement Plus	S13 Community Care
Funds at call	✓	✓	✓	✓	1 Nov – 15 Jan	✓	✓	✓	✓	✓
Minimum balance	\$0	\$0	\$0	\$0	\$0	\$0	\$5,000	\$0	\$0	\$0
Interest calculated	Daily	Daily	Daily	Daily	Daily	Daily	Daily	Daily	Daily	Daily
Credit interest paid	30 June	Monthly	Monthly	Monthly	31 Oct	Monthly	Monthly	Quarterly	Monthly	Quarterly
Overdraft interest charged	Monthly		Monthly	Monthly					Monthly	Monthly
Interest paid on tier balance	✓			✓			✓	✓	✓	✓
Interest paid on full balance	✓	✓	✓	✓	✓	✓	✓	✓		✓
Bonus Interest / min monthly deposit		✓ \$20				✓ \$250				
Future payments & direct debits	✓		✓	✓		FP only		✓	✓	
Direct credits	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Visa Debit card	✓		✓	✓				✓	✓	✓
BPAY	✓		✓	✓	✓	✓	✓	✓	✓	✓
OSKO / NPP Payments	✓		✓	✓	✓	✓	✓	✓	✓	✓
Internet Banking	✓	View only	✓	✓	✓	✓	✓	✓	✓	✓
Mobile App	✓	View only	✓	✓	✓	✓	✓	✓	✓	✓
Third party costs debited	✓		✓	✓	✓	✓	✓	✓	✓	✓
BankWAW fees and charges	✓		✓	✓	✓	✓	✓	✓	✓	
CBP eligible	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Max daily cash withdrawal	\$3,000	\$1,000	\$5,000	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000

Table 1: Summary of accounts, facilities and transaction limits – discontinued products (cont)...

Account name	S14 Disability Support	S15 Youth Transact	S18 Club & Community Transact	S19 Club & Community eSaver	S20 eSaver	S21 eAccess	S22 School Star Saver	S25 Youth eSaver	S30 Line of Credit	S40 Loan Offset
Funds at call	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Minimum balance	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Interest calculated	Daily	Daily	Daily	Daily	Daily	Daily	Daily	Daily	Daily	Daily
Credit interest paid	Quarterly	Monthly	Quarterly	Monthly	Monthly	Quarterly	Monthly	Monthly	N/A	
Overdraft interest charged									Monthly	
Interest paid on tier balance	✓		✓	✓	✓					
Interest paid on full balance	✓	✓	✓	✓	✓	✓	✓	✓		
Bonus Interest / min monthly deposit							✓ \$20	✓ \$50		
Future payments & direct debits	✓	✓	✓			✓		✓		
Direct credits	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Visa Debit card	✓	✓	✓			✓			✓	✓
BPAY	✓	✓	✓	✓	✓	✓		✓	✓	✓
OSKO / NPP Payments	✓	✓	✓	✓	✓	✓		✓	✓	✓
Internet Banking	✓	✓	✓	✓	✓	✓	View only	✓	✓	✓
Mobile App	✓	✓	✓	✓	✓	✓	View only	✓	✓	✓
Third party costs debited	✓	✓	✓	✓	✓	✓		✓	✓	✓
BankWAW fees and charges					✓	✓			✓	✓
CBP eligible	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Max daily cash withdrawal	\$3,000	\$1,000	\$3,000	\$0	\$0	\$3,000	\$1,000	\$1,000	\$3,000	\$3,000

Table 2: Fees and charges for discontinued products

Account Type	S1 Oncall Saver	S2 Star Saver	S3 Business Transact	S4 Visa Debit Account	S5 Christmas Club	S6 myGoal	S9 Money Manager	S10 Savings Investment	S11 / S12 Retirement Plus	S13 Community Care
Monthly access fee	N/A	N/A	\$8.00	\$2.00	N/A	N/A	N/A	N/A	N/A	N/A
Online internal / external payee transfers	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Over the counter deposits	Unlimited	Unlimited	2 Free then \$0.75	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Over the counter assisted payments / withdrawals	3 free then \$2.00	Unlimited	3 free then \$2.00	3 free then \$2.00	3 free then \$2.00	3 free then \$2.00	3 free then \$2.00	3 free then \$2.00	3 free then \$2.00	Unlimited
Direct debit	\$0.40	N/A	\$0.40	\$0.40	\$0.40	\$0.40	\$0.40	\$0.40	\$0.40	Free
BPAY	\$0.40	N/A	\$0.40	\$0.40	\$0.40	\$0.40	\$0.40	\$0.40	\$0.40	Free
EFTPOS (withdrawal or rejection)	2 free then \$0.60	N/A	2 free then \$0.60	2 free then \$0.60	N/A	N/A	2 free then \$0.60	2 free then \$0.60	2 free then \$0.60	Free
Paper statement	Free	Free	Free	Free	Free	Free	Free	Free	Free	Free

Table 2: Fees and charges for discontinued products (cont)...

Account name	S14 Disability Support	S15 Youth Transact	S18 Club & Community Transact	S19 Club & Community eSaver	S20 eSaver	S21 eAccess	S22 School Star Saver	S25 Youth eSaver	S30 Line of Credit	S40 Offset
Monthly access fee	N/A	N/A	N/A	N/A	N/A	\$5.00	N/A	N/A	N/A	N/A
Online internal / external payee transfers	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Over the counter deposits	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	\$0.75	Unlimited	Unlimited	Unlimited	Unlimited
Over the counter assisted payments / withdrawals	Unlimited	Unlimited	Unlimited	Unlimited	\$2.00	\$2.00	Unlimited	Unlimited	3 free then \$2.00	3 free then \$2.00
Direct debit	Free	Free	Free	N/A	\$0.40	Unlimited	N/A	Free	\$0.40	\$0.40
BPAY	Free	Free	Free	Free	\$0.40	Unlimited	N/A	Free	\$0.40	\$0.40
EFTPOS (withdrawal or rejection)	Free	Free	Free	N/A	N/A	Unlimited	N/A	N/A	2 free then \$0.60	2 free then \$0.60
Paper statement	Free	Free	Free	Free	Free	Free	Free	Free	Free	Free

Debiting of fees and charges

Transaction based fees and 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.

Account transfers

BankWAW offers a fee-free Star Saver account for children ages 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 ages 13 to 25. On the account holder's 26th birthday these accounts are transitioned from:

- S15 Youth Transact to S55 Everyday Transact
- S25 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 WAW 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.

Customer Benefit Program

The BankWAW Customer Benefit Program (CBP) is a discontinued scheme that rewards customers based on the amount of banking they have with BankWAW.

Each month the average balances of all eligible savings, term deposit and loan products are calculated to form an average aggregate account balance.

This balance is then matched to a corresponding benefit (refer table 1), which is used to rebate eligible transaction fees generated by the account for that month.

The benefit is proportionally applied to your account, based on the products types held by the account holder and transaction activity of these products during the month.

The following discontinued products are eligible for CBP rebates.

- S1 – OnCall Saver
- S2 – Star Saver
- S3 – Business Transaction Account
- S4 – Visa Debit Account
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- S6 – myGoal Account
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- S10 – Savings Investment
- S11/S12 – Retirement Plus
- S13 – Community Care
- S14 – Disability Support
- S15 – Youth eSaver
- S18 – Club & Community Transact
- S19 – Club & Community eSaver
- S20 – eSaver
- S21 – eAccess
- S22 – School Star Saves
- S30 – Line of Credit
- S40 – Offset Account

Account balance and benefits

The following benefits are applied dependent on the average aggregate account balance.

Table 3: Customer Benefit Program - Account aggregate balance/benefit

Average aggregate balance	Benefit
\$0.00 to \$5,000	\$0.00
\$5,001 to \$7,500	\$2.50
\$7,501 to \$10,000	\$5.00
\$10,001 to \$20,000	\$7.50
\$20,001 to \$50,000	\$15.00
\$50,001 to \$100,000	\$35.00
\$100,001 to \$150,000	\$40.00
\$150,001 to \$200,000	\$50.00
\$200,001 +	\$65.00

Benefits cannot be transferred to another account, exceed fees in any month or be accrued.

Non-Standard Fees and Charges

Non-standard fees and charges are not account specific and may apply across all account types, as appropriate.

There are fees that are not eligible for rebates under the CBP.

Table 4: The following non-standard fees and charges apply across all account types as appropriate

Type	Application	Fee
Cheques*		
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

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

Non-Standard Fees and Charges (cont.)

Type	Application	Fee
International transactions		
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%
Other		
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	\$7.50
Dishonour fee - direct debit, BPAY, periodic payments	Insufficient cleared funds in your account	\$10.00
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 SAUD
Large cash withdrawals	Payable if you request a cash withdrawal totalling \$5,000 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



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Internet Banking

web: bankwaw.com.au

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 | **web:** 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

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BankWAW is the registered business name held by WAW Credit Union Co-operative Ltd.
Effective 1 November 2024