



**PERSONAL BANKING**

# **Fees and Charges & Transaction Limits**

**This PDS was prepared on  
24th February 2005.**

This document must be read together with the Queenslanders Credit Union Account & Access Facility brochure and the Summary of Accounts & Availability of Access Facilities brochure. Together these booklets form the Product Disclosure Statement for the Queenslanders Credit Union Account & Access Facility.

Queenslanders Credit Union Ltd.

ABN 85 087 651 063

Australian Financial Services Licence No 238022

96 Albert Street, Brisbane Qld 4000

Phone (07) 3218 7200 or 1800 177 278 (outside Brisbane)

Email: [info@queenslanders.com.au](mailto:info@queenslanders.com.au)



## Loyalty Rebates

*Loyalty Rebates replace previous monthly free transaction limits. Fees charged and Loyalty Rebates for that charge appear on each monthly statement.*

<b>Loyalty Rebates apply to the following transactions:</b>	
<b>Withdrawal and Transfer transactions performed on ATMs within Australia</b>	<b>\$1.10 each</b>
<b>ATM Balance Enquiries &amp; Failed Pin Transaction Attempts</b>	<b>\$1.10 each</b>
<b>EFTPOS Purchases</b>	<b>\$1.10 each</b>

<b>Loyalty Rebates apply to members with the following Queenslanders products:</b>	
<b>Home Mortgage and/or Home Action account</b> with <u>one or more</u> of the following products: <b>Car or Personal Loan</b> <b>Smartcash Product</b>	12 Loyalty Rebates per month
<b>Home Mortgage and/or Home Action account</b>	10 Loyalty Rebates per month
<b>Loan product</b> (excluding Home Mortgages and Home Action products) and/or <b>Smartcash Product</b>	6 Loyalty Rebates per month
<b>Queenslanders Visa Debit Card; and/or Queenslanders American Express Credit Card; and/or General Insurance Product(s); and/or Term Deposit(s)</b>	3 Loyalty Rebates per month

*Note: Loyalty Rebate offerings are not cumulative.*

*Members with none of the above products receive no monthly Loyalty Rebates.*

*Members aged 65 years and over are rewarded with unlimited Loyalty Rebated Transactions on the transactions specified.*

### **Membership Subscription**

1 Member Share	\$10.00
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### **No Fee Services**

Deposits	No Fee
Direct Debits	No Fee
Insurance payments made internally	No Fee
Quick Debits	No Fee
QPSU Union subscription transactions	No Fee
Visa debit card purchases using 'credit' option	No Fee

### **List of fees in alphabetical order:**

#### **Access Charges**

NetTeller - Internet Banking	\$0.30 per month
Phone Banking	\$0.30 per month

#### **Automatic Teller Machine (ATM) and EFTPOS Charges**

Withdrawal and Transfer transactions performed on ATMs within Australia	\$1.10 each
Overseas ATM withdrawal	\$5.00 each
ATM Balance Enquiries	\$1.10 each
Declined ATM transactions	\$2.00 each
Failed Pin Attempts (effective from 1st March 2004)	\$1.10 each
EFTPOS Purchases	\$1.10 each

#### **BPAY Charges**

BPAY Transactions	\$0.10 per transaction
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### Card Fees (Redicard and Visa debit card)

Visa debit card purchases using 'credit' option	No Fee
First card per authorised signatory	No Fee
Multiple card fee (per additional card)	\$10.00 p.a.
Replacement card fee (lost or damaged)	\$15.00
Emergency Visa debit card	
Issued in Australia	\$21.00
Issued Overseas	\$300.00
Overseas cash advance (Visa debit card)±	\$5.00 each
Visa voucher copy	\$8.00 each
Transaction verification (per voucher) ± *	\$5.00 each
	<i>*\$10 minimum plus archive retrieval cost</i>

*± Fees for requesting a copy of the Visa Voucher or transaction verification voucher are only charged if the transaction is valid.*

### Cheques – Bank Issued

Bank Cheque	Bank's charge
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*Paid directly to the bank by the person collecting the cheque.*

### Cheques – Credit Union Corporate Cheques

Corporate cheque withdrawal	\$5.00 each
Stop payment of corporate cheque	\$15.00 each
Presentation of stopped cheque	\$15.00 each
Copy of paid corporate cheque	Bank's charge
Trace of paid corporate cheque	Bank's charge

*Includes requests made over the counter or by mail.*

## Cheques - Member Chequing Facility

Member Chequing- Presentation	\$1.10 each
Deposit via National Australia Bank Deposit Book Facility	\$4.00 each
Issue and postage of cheque books	No Fee
Stop payment of personal cheque <sup>Δ</sup>	\$6.25 each
Presentation of stopped cheque	\$15.00 each
Cheque encashment facility	\$15.00
Copy of paid cheque	Bank's charge
Trace of paid cheque	Bank's charge
Cash cheque	Bank's charge

<sup>Δ</sup> *Stop payment charge is debited when request is first made and is charged on each cheque stopped.*

## # Deposits to Savings Accounts

Coin Counting Fee	
Amounts less than \$50	\$2.50
\$50.00 to \$99.00	\$5.00
\$100.00 and over (per \$100 or part thereof)	\$10.00
Dishonour of cheque deposit	\$9.00
Special clearance on cheque*	\$15.00
Foreign currency exchange	\$4.00

*\*Cheque deposits normally take 3 days for clearance*

## Dishonour Fee

Direct Debit Dishonour	\$35.00
Periodical Payment Dishonour	\$35.00
Personal Cheque Dishonour	\$35.00

*Charged if a payment cannot be made because there are insufficient funds in your nominated account. Personal cheques may also be dishonoured if the cheque is not properly signed, the words and figures do not correspond, it is over 15 months old, it is dated in the future or there are unauthorised alterations.*

### **Dormancy Fee**

Transfer to dormancy status fee	\$15.00
Dormant Account administration fee	\$5.00 per month

*An account becomes dormant where there has been no transaction (other than transactions initiated by the Credit Union, such as crediting interest or debiting fees and charges) on that account for 12 months, the Credit Union has written to the member asking if they want to keep the account open and the member has not replied to the Credit Union within 28 days of such notice. The transfer to dormancy status fee is a one off fee, charged upon an account being dormant. A monthly dormant account administration fee is charged whilst the account remains dormant. The balance of accounts that remain dormant for 7 years are required to be remitted to the ASIC.*

### **Honour Fee**

Direct Debit Honour	\$20.00
Periodical Payment Honour	\$20.00
Personal Cheque Honour	\$20.00

*Charged if a payment is made even though there are insufficient funds in your nominated account/s. The credit union will consider your account history when deciding whether or not to honour a payment.*

### **Overdrawn Account Fee**

Overdrawn account per transaction that exceeds balance.	\$20.00
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*This fee will be applied in any instance where an electronic transaction causes a deposit account to become overdrawn. A further fee will be applied if any further electronic transaction increases the amount overdrawn or any arrangement made to bring the account into credit has not been adhered to.*

## Periodical Payments

Periodical Payment fee	\$1.10 per transfer
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## Statement / Record Request

Statements accessed via Phone and Net Banking	No Fee <sup>^</sup>
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Statement request by telephone and/or fax	\$5.00 /page <i>(\$10.00 minimum)</i>
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Non standard statement cycle fee	\$20.00
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Reissue of member statements within current financial year	\$2.00 /page <i>(\$10.00 minimum)</i>
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Reissue of member statements previous financial year(s)	\$2.00 /page <i>(\$10.00 minimum)</i>
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Copy of records	\$2.00 /page <i>Plus archive retrieval costs</i>
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Transaction (counter) verification	\$5.00 /voucher <i>\$10.00 minimum plus archive retrieval costs</i> <i>No fee charged if transaction confirmed invalid</i>
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Letter certifying account balance	\$15.00
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Letter certifying annual interest amount	\$15.00
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Comprehensive certificates / Audit confirmations	\$50.00 /hour <i>(\$30.00 minimum)</i>
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Miscellaneous Service Fee <sup>+</sup>	\$12.50 <i>Charged per quarter hour then part thereof,</i> <i>plus out-of-pocket expenses.</i>
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<sup>^</sup> A \$0.30 charge per month for Telephone banking access and \$0.30 charge per month for Internet banking access applies. See the Access Charges section of this brochure.

<sup>+</sup> Examples of when miscellaneous service fee is charged includes a statement of particulars on savings account / term deposits etc.



## Transfer of Funds / Drafts

EFT Payment request	\$10.00 each
Transfer of funds between accounts –	\$5.00 each
Telegraphic Transfer:	
Within Australia	Bank's charge
Overseas	Bank's charge
Bank Drafts	\$5.00
Bank Transfers	\$15.00
Foreign currency exchange fee (cash and cheque)	\$25.00

*– The \$5.00 transfer of funds fee is charged when requests to transfer funds between accounts are made by a telephone request (fee not charged for requests made via phone banking) or physical presentation to our office.*

## Withdrawals

Over the Counter Cash Withdrawals	\$2.00 per withdrawal
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## Christmas Club

### Transaction Fee

Transaction fee per withdrawal	\$5.00
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## Moneymaker Account

### Transaction Fee

First five debit transactions (withdrawals/transfers)	No Fee
Each additional debit in excess of five	\$5.00

## Term Deposits

### Early Redemption Fee

Early redemption administration fee	\$50.00
	<i>and 2% interest penalty</i>

*May be charged where all or part of the term deposit is redeemed prior to maturity*

## Government Charges

### Bank Accounts Debit Tax

Tax is charged on member cheques and credit union issued cheques drawn on transaction accounts. Tax is charged according to the value of each cheque drawn.

Amount of Cheque	
\$0.01 to \$0.99	NIL
\$1.00 to \$99.99	\$0.30
\$100.00 to \$499.99	\$0.70
\$500.00 to \$4,999.99	\$1.50
\$5,000.00 to \$9,999.99	\$3.00
\$10,000.00 and over	\$4.00

## Transaction Limits

### Cash Withdrawals:

- Daily over the counter cash withdrawals up to \$1,500 are permitted. Larger withdrawals may be permitted under prior arrangement.

### Daily EFT Access Facility transaction limits:

- The Credit Union may limit the amount of BPAY payments you may make on any one day;
- A daily limit of \$1,000 per card applies to Queenslanders Redicard and Queenslanders Visa debit card transactions performed at Automatic Teller Machines;
- An individual transaction limit of \$300 applies to EFTPOS transactions performed using the 'Savings' account option;
- A daily limit of \$1,000 applies to EFTPOS transactions performed using the 'Savings' account option;
- EFTPOS transactions performed using the 'Credit' account option are limited by the availability of funds in the linked account.





## **PERSONAL BANKING**

### **Contact Us**

#### **Correspondence**

GPO Box 2219  
Brisbane QLD 4001

#### **Telephone**

(07) 3218 7200 (Brisbane Head Office)  
1800 177 278 (Outside Brisbane)  
(07) 4772 6400 (Townsville Office)

#### **Phonebanking**

1300 363 130

#### **Facsimile**

(07) 3221 5169 (Sales & Insurance)  
(07) 3220 0226 (Loans & Administration)

#### **Email**

info@queenslanders.com.au  
townsville@queenslanders.com.au

#### **Internet**

www.queenslanders.com.au

#### **Visa/Redicard Hotline**

1800 224 004 (Toll Free)

### **Please note our BSB Number is 804-059**

*This is the number which identifies Queenslanders Credit Union. It is the number you should quote when setting up direct debits or credits from or to your Queenslanders Account. Please **do not** quote the BSB number listed at the bottom of cheque books and deposit books.*