



# **MACQUARIE CREDIT UNION FEES & CHARGES BROCHURE**

Date taking effect: 01 November 2023

The Macquarie Credit Union Fees and Charges Brochure is to be read in conjunction with the Account and Access Facility Conditions of Use and the Summary of Accounts and Access Facilities.

Macquarie Credit Union Limited 165 Brisbane St, DUBBO NSW 2830 ABN 85 087 650 253  
Australian Financial Services Licence 241132

## Our Member Loyalty Program

Our “Member Loyalty Program” rewards members for their support of the Credit Union. All of our members receive a number of free transactions per month, depending on the total of the average monthly balances in their savings, investment and loan accounts. The more you have in savings and loans, the more we give you back. Thereafter each transaction covered in the program attracts a fee as set out below. All members under the age of 18 are exempt from excess transaction fees.

Value Tiers	Min	Max	Free Transactions
Level 1	\$0.00	\$4,999.99	4
Level 2	\$5,000.00	\$19,999.99	8
Level 3	\$20,000.00	\$49,999.99	12
Level 4	\$50,000.00	\$99,999.99	20
Level 5	\$100,000 +		Unlimited
Under 18	\$0.00	\$0.00	Unlimited

## Transaction Type

Types of Transactions covered in the “Member Loyalty Program” are:

Transaction Type
ATM Withdrawal
Over the Counter withdrawals (including transfers)
EFTPOS

## Excess Fee Amounts

For transactions carried out above the “Free Transactions” per month the following excess fee will be charged per transaction. Excess fees will be debited on the last day of each month.

Transaction Type	Excess Fee
ATM Withdrawal	\$1.00
Over the Counter withdrawals (including transfers)	\$2.00
EFTPOS	\$1.50

## Other Transaction Fees

Bank@Post™ transactions are **not** included in the “Member Loyalty Program”. Bank@Post™ transactions are free for Macquarie Credit Union members (from 1 November 2023).

Bank@Post™ Transactions	Excess Fee
Deposits	Free
Withdrawals	Free

## Other Fees and Charges

Transaction Fees	Fee
Staff assisted transfers requested by either mail, fax, email or phone including: transfers between accounts within Macquarie Credit Union; transfers to accounts with another financial institution; BPAY® transactions	\$5.00
Staff Assisted Online Saver Transaction: includes withdrawals, deposits or transfers from or to an S11 Online Saver account	\$10.00
Staff assisted Periodical/ Future Payment Set up or Alteration	\$5.00 per authority
Quick Debit establishment	\$5.00
Christmas Club Early Withdrawal	\$5.00
Dynamic Sweep	\$0.25 per transaction
Inward IPEX transfer (transfer received from another institution)	\$12.00
Outward IPEX transfer (transfer of funds to another institution within 2hours)	\$20.00
Salary Packaging (S20) Transaction	\$0.50 per transaction
Term Deposit Early Redemption where an early redemption of a term deposit has been approved for the second and subsequent time during the term of the deposit.	\$15.00 per redemption

Business Account Fees	Fee
Items for Collection	\$0.20
Bulk Coin >\$200 when the coin is bagged	3% of value
Bulk Coin >\$100 when the coin is not bagged	3% of value
Audit Certificate	\$25.00
Account Keeping Fee	\$5.00/month
Additional Visa Debit Card	\$6.00
Company/Business Name Search	\$35.00

<b>Service Fees</b>	<b>Fee</b>
Agency Withdrawal (withdrawal by another Mutual's member)	\$20.00
Agency Withdrawal (withdrawal by our member at another mutual. Note: this does not include the fee that the other Mutual may charge)	\$5.00
Large Cash Withdrawal(>\$5000 to < \$10,000)	\$3.00
Large Cash Withdrawal(>\$10,000 to < \$30,000)	\$10.00
Large Cash Withdrawal(>\$30,000)	\$30.00 + \$1.00 per \$1,000
Bulk Coin when the coin is not bagged or counted (Under 16 years exempt)	3% of value
Audit Certificate	\$25.00
Additional or Replacement copies of statements	\$2.00 per page
BPAY® trace/Retrieval/Error Correction	\$27.00
BPAY® error correction where merchant has returned member payment without member intervention	\$10.00 or \$5.00 when transaction value <\$20.00
Visa Voucher Retrieval (per voucher)	\$27.00
Miscellaneous Trace/Transaction Query	\$35.00 per hour
Visa Chargeback/Dispute	\$32.00
Direct Entry Trace	\$27.00
Direct Entry Recall	\$27.00
Electronic Funds Transfer Dispute	\$27.00
Electronic Funds Transfer Recall	\$27.00
Stopped Direct Entry Payment	\$5.00
Document/Information Retrieval per item	\$15.00
Document/Information Retrieval per hour	\$35.00 per hour
Mistaken Internet Payment	\$27.00
Garnishee Order	\$15.00
Dormant Account Fee	\$20.00 pa
Inactive Account Fee	\$10.00 pa
Salary Packaging Administration Fee	\$4.50/month
Loan Redraw – >one redraw per month not done online	\$20.00

<b>Foreign Currency Fees</b>	<b>Fee</b>
Overseas Draft	\$12.50
Telegraphic Transfers in AUD to Overseas	\$50.00
All other Telegraphic transfers	\$30.00
Purchase Foreign Cash	1% AUD value or minimum \$5.00
Foreign Currency Cheque Deposit <AUD500	\$5.00
Foreign Currency Cheque Deposit >AUD500	\$50.00
Multi-currency Cash Passport	1% AUD value or minimum \$5.00

<b>Card Fees</b>	<b>Fee</b>
Visa 55 Annual Fee	\$30.00
Replacement Card (Within Australia)	\$12.00
Replacement Card (Overseas)	USD175.00 plus delivery/postage
Visa ATM Withdrawal (Overseas ATM)	\$4.00
Currency Conversion Fee	3.5%
Visa Cash Advance (Credit Card)	\$4.00
Visa Cash Advance (Debit Card)	\$4.00

<b>Dishonour and Exception Fees</b>	<b>Fee</b>
Dishonoured Cheque Deposit (Bank@Post)	\$25.00
Dishonoured Direct Debit	\$15.00
Dishonoured Quick Debit - payable if the quick debit is returned unpaid by the other financial institution	\$25.00
Periodical Payment Rejection - payable when a Periodical Payment has attempted to be made over 5 consecutive days and is rejected on the fifth unsuccessful attempt	\$5.00
Dishonour Foreign Cheques	At Cost
Honour Fee – Direct Debit	\$10.00
Insufficient Funds – Require transfer from related account	\$5.00

<b>Banklink Fees</b>	<b>Fee</b>
Banklink – load member to Banklink	\$10.00
Banklink – delete member from Banklink	\$10.00
Banklink Annual Fee	\$25.00 pa

<b>Credit Control Fees</b>	<b>Fee</b>
Overdrawn Account Fee – charged when a member overdraws a savings account or overdraft during a calendar month	\$20.00
Arrears/overdrawn reminder letter 1	\$20.00
Arrears/overdrawn reminder letter 2	\$30.00 per letter
Letter of Demand	\$50.00
Telephone/Email Reminder Fee – charged when member is required to be contacted to make payments to overdrawn or overlimit accounts	\$5.00
Account Combination – payable when a transfer is required to be made to clear an overdrawn amount within the same membership	\$5.00
Overdrawn Penalty Interest	4%pa
Recording Address as Unknown	\$5.00

<b>Transaction Limits</b>	<b>Limit</b>
Branch Cash withdrawals.	\$2,000 per day without prior notice
ATM/Eftpos Cash Withdrawal	\$1,020 per day per card
ATM/Eftpos Cash Withdrawal Under 18 Years	\$220 per day per card
Visa Credit Transaction	Available Balance
Internet Banking BPAY and External Transfers without SMS One Time Password Security	\$2,000 per day
Internet Banking BPAY and External Transfers with SMS One Time Password Security	\$5,000 per day

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Electronic Funds Transfer and BPAY daily processing cut off time is approx. 3.30pm est. each business day.

## How to remain FEE FREE

- Use your VISA card to pay for goods and services. Specify that you wish to pay by VISA, press 'CR' and enter PIN.
- Use Paywave for small purchases (subject to individual merchants).
- Pay bills by BPAY® or by telephone using your VISA card.
- Pay your regular payments by direct debit.
- Use Internet banking to set up and amend periodical payments, check balances and transfer funds.
- Choose ATM's provided by major Australian Banks. ANZ, NAB, CBA and Westpac are fee free ATM's when operating within the Member Loyalty program transaction Limits.
- If you're withdrawing cash at an ATM, think ahead and draw out enough for future needs.
- When purchasing goods by EFTPOS, ask for extra cash at the same time – it will only count as one transaction.
- Avoid paying dishonour fees or transfer fees, by making sure you have sufficient cleared funds in your account before writing a cheque or a direct debit is due.
- Increase your value tier within the Member Loyalty Program. Investigate our other savings accounts and loans – you'll find them extremely competitive.

Third party Fees and Charges charged to the Credit Union, including Government charges or charges by other Financial Institutions for products and services obtained on behalf of the member/s will be passed on to the member/s. All other third party fees and charges, unless specified otherwise will be charged to the account on the day it is incurred. All third party fees are subject to change without notice.

