

A decorative graphic consisting of three rounded squares arranged in a triangular pattern, with two at the top and one at the bottom. They are outlined in a light orange color.

FEES & CHARGES SCHEDULE

This document must be read together with the **bcu Product & Access Facility Conditions of Use** and the **bcu Summary of Products** webpage.



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1. Our fees and charges

Product fees and excess transaction fees

This document outlines fees that are applicable to bcu access and savings products. Some products may incur additional fees that are specific to that product. These fees are outlined in the Summary of Products webpage.

Please note, if there are no available funds in your products for fees, they will be debited to your lowest numbered applicable savings product and will overdraw.

2. Loyalty rebates

Members with products opened prior to July 15 2012 can obtain up to 100% rebate on the following fees:

- Business access account (\$11) monthly product fee
- Personal and Business overdraft facility management fee

No other fees are eligible for the rebate.

Business members can benefit from having their rebate calculated across other eligible memberships. Only personal memberships in the same name as the owner/s of the business are eligible to be linked. Only one business membership may be linked. The combined rebate is then applied to the business membership to a maximum of 100%.

It is the responsibility of business members to ensure that they notify bcu of the memberships and products that they wish to be linked and to review this regularly to ensure it is up to date. bcu accepts no responsibility for any reduction in available rebate due to members' products being incorrectly linked.

The rebate is calculated as follows:

- **Loans:** The balance used to calculate the rebate is based on the combined average daily outstanding balance of loans for any one membership.
- **Savings products:** The balance used to calculate the rebate will be the average daily credit balance of all savings products less the average daily debit balance of any overdrawn savings products for any one membership.
- **Overdrafts:** The balance used to calculate the rebate will be based on the daily debit balance (within limit) or the daily credit balance for any one membership.

The loyalty rebate is calculated at the end of each month and is based on the combined average daily closing balances of loans (excluding credit cards), savings (excluding Retirement Savings Accounts, Advantage Saver Accounts and Rewards Savings Accounts), and overdrafts.

Table 1: Loyalty rebate calculation

Combined savings, overdraft and loans*	\$	\$	Rebate
Balance up to		\$4,999	Nil
Balance between	\$5,000	\$34,999	10%
Balance between	\$35,000	\$59,999	20%
Balance between	\$60,000	\$89,999	30%
Balance between	\$90,000	\$119,999	40%
Balance between	\$120,000	\$149,999	50%
Balance between	\$150,000	\$189,999	60%
Balance between	\$190,000	\$219,999	70%
Balance between	\$220,000	\$249,999	80%
Balance between	\$250,000	\$279,999	90%
Balance between	\$280,000	And over	100%

* Credit card, Retirement Savings Account and the Advantage Saver Account balances are excluded from rebate calculations.



3. Ad-hoc fees



Unless stated otherwise, loyalty rebates do not apply to the following fees and charges.

Fee name	Description	Charge
bcu Alerts	Charged at the end of the month. Automated product activity alerts received via: <ul style="list-style-type: none"> Email and secured message (internet banking) SMS (per message) 	Free \$0.20
Cheque encashment facility	To establish cashing authority (via Westpac branches). <ul style="list-style-type: none"> Annual renewal fee Amendment fee 	\$85.00 \$55.00 \$10.00
Direct Debit Dishonour	Where a third party debits a member's product, and there are insufficient funds to cover the debit and the direct debit is dishonoured.	\$15.00
Direct Debit Dishonour - other financial institution	Where a direct debit to a member's product with another financial institution is dishonoured (not paid).	\$9.00
Direct debit referral	Where a third party debits a member's product, and there are insufficient funds to cover the debit but the direct debit is paid.	\$3.50
Dishonoured cheque deposit	Where cheques are deposited into a product and subsequently returned dishonoured by the drawing bank. <ul style="list-style-type: none"> Processed electronically Processed manually Foreign currency Bank@Post dishonoured cheque 	\$2.50 \$12.50 \$35.00 or 2.5% of value, whichever is higher \$20.00
Dormant products	Where products under a membership have not been active for a period of at least 12 months, we will charge an annual fee until such time as the membership is reactivated or closed.	\$20.00
Future Payment Insufficient Funds rejection	Where a scheduled future payment has been rejected after the third attempt due to insufficient available funds.	\$20.00
Member cheque dishonour	Where a member cheque is dishonoured by us.	\$15.00
Member cheque referral	Where we pay a member cheque and there are insufficient funds to cover the cheque.	\$3.50
Overdrawn savings product	Applied whenever your product is overdrawn for 30 consecutive days and each 30-day period thereafter.	\$25.00
Replacement of bcu activepay	A fee will apply for a replacement band (within Australia only).	\$20.00
Replacement of Visa debit card/ Visa credit card	A fee will apply for a replacement card. <ul style="list-style-type: none"> Replacement in Australia Replacement overseas 	\$10.00 \$300.00
Safe custody	For the safe storage of documents, the following fees will apply: <ul style="list-style-type: none"> Safe custody – management fee Safe custody – access fee 	\$25.00 p.a. \$10.00 per occasion
Specified transfers	Where you have requested by telephone for us to make a transfer on your behalf from an iSaver.	\$15.00
Visa card foreign conversion	Payable on any transaction using your Visa credit or Visa debit card in a currency other than Australian dollars.	3.65% of transaction value

4. Point of sale fees

Unless stated otherwise, loyalty rebates do not apply to the following fees and charges.

Fee name	Description	Charge
Audit certificate	If we receive a request for a confirmation of your product balances with us, usually through your auditor or accountant, and most often in relation to your year-end balances for the purposes of income tax returns or published accounts, a fee will be charged.	\$25.00
Bank cheques	A fee is charged by the issuing bank on each bank cheque issued.	Amount charged by issuing bank
Bank drafts	A fee applies for each draft requested	
	• AUD	\$11.00
	• Other currency	\$15.00
BPay transaction trace and recall request	Where you request us to trace a BPay transaction to determine account of credit	
	• Trace request	\$5.50
	• Recall of payment	\$11.51
Coin/note handling fee	Charged at the time of transaction for deposits and/or withdrawals of bulk coin and/or notes.	
	Coin	
	• One denomination per calico bag	\$7.50
	• Mixed denomination per calico bag	\$12.50
	Notes	
	• Under \$10,000 per day	\$0.00
	• Over \$10,000 per day (charged on portion of balance > \$9,999)	0.25%
Company search fee	Where we need to conduct a search at ASIC on a limited company.	\$30.00
Corporate cheque	Where a bcu cheque is requested or drawn against any savings product, including a counter cheque, a cheque drawn for a future payment or a forward dated cheque payment via internet banking.	\$10.00
Corporate cheque – stop payment	The stop payment of a corporate cheque can only be made if it is lost, stolen or materially altered. The dishonour fee will be charged if the cheque is subsequently presented.	
	• Stop payment fee	\$6.00
	• Dishonour fee	\$27.00
Corporate cheque – trace or copy	Where you request us to trace a corporate cheque, deposit or other voucher, a charge plus copy fee applies. If you require a copy of a corporate cheque that has been presented, varying charges will be applied, subject to when the cheque was presented:	
	• Trace of cheque	\$33.00
	• Copy of cheque – presented within 30 days	\$11.00
	• Copy of cheque – presented 30–90 days	\$16.50
	• Copy of cheque – presented over 90 days	\$38.00
Deposit book	bcu business basic access products will be charged for each duplicate deposit book.	\$8.00
Foreign cash converted to AUD	A fee applies for the sale of foreign currency (cash) over the counter.	2% of AUD value
Foreign cash	A fee applies for the purchase of foreign currency (cash) over the counter (fee doesn't include Travelex fee). The minimum Foreign Cash order is \$250AUD.	1% of AUD value
Foreign cheques	A fee applies to cheques in foreign currency lodged to a bcu product. Depending on the amount, an additional fee is imposed by the negotiating bank	
	• Less than AUD \$10,000	\$25.00
	• AUD \$10,000 or more	\$50.00
Foreign currency draft refund	Where you request us to cancel a draft which has not been presented and arrange refund of value.	\$26.00

Fee name	Description	Charge
Manual payroll	An employer may request the manual processing of their payroll by us. Fee per transaction.	\$1.00
Member cheque stop payment	If you request a stop payment of a cheque and the cheque is subsequently presented.	\$15.00
Member cheque/ Westpac bank deposit trace or copy	Where you request us to trace a member cheque or Westpac bank deposit, a charge applies. If you require a copy varying charges will be applied, subject to when the item was presented/ deposited. <ul style="list-style-type: none"> Trace of cheque/deposit Copy of cheque/deposit – presented within 30 days Copy of cheque/deposit – presented 30–90 days Copy of cheque/deposit – presented over 90 days 	\$33.00 \$11.00 \$16.50 \$38.00
Mistaken payments – direct entry (including internet/ mobile banking payments)	Charged where bcu assists you to recover funds when you have established or initiated a payment to an incorrect recipient because of an incorrect BSB and/or account number (fee charged per request).	\$55.00
Night safe facility	bcu business basic access products will be charged a fee for the set up of night safe facility.	\$50.00
Outward direct entry	Where a transfer is made from a member's product with us to another financial institution a fee is charged if the transfer is rejected (e.g. product closed, incorrect number etc). An additional fee will apply if a trace is required on an outward transfer <ul style="list-style-type: none"> Each rejected item If trace required If funds recall of traced item requested 	\$7.50 \$50.00 \$50.00
Product information requests	If we receive a request from you, your appointed agents, the taxation office or government agency for copies of vouchers or statements, a fee per hour is charged for retrieval of the information (hourly rate).	\$50.00
Statements	A fee will be charged where a request is made for a copy of a statement previously received by the member (fee per page).	\$6.00
Swift and RTGS inward payments	To cover the cost of processing 'SWIFT' payments from overseas and same day local payments through 'RTGS' (Real Time Gross Settlement) systems.	\$5.00
Telegraphic transfers	This fee varies depending on whether the funds are converted to a foreign currency prior to transmission <ul style="list-style-type: none"> If converted to foreign currency prior to transmission If currency remains in AUD Telegraphic transfer refund fee Where you request us to trace an outward telegraphic transfer to confirm account of receipt <ul style="list-style-type: none"> If trace required 	\$20.00 \$35.00 \$33.00 \$27.50
Travellers' cheques	A commission will be charged on the purchase of any travellers' cheques. (fee doesn't include Travelex fee).	1% of AUD value
Visa card chargeback request	Payable when you make a request for a chargeback when using your Visa credit or Visa debit card. Visa may require a transaction voucher to process some claims (see Visa card transaction voucher).	\$28.00
Visa card transaction voucher	A fee will apply for providing a copy of a Visa credit or Visa debit card transaction voucher at your request.	\$24.00



5. BPAY merchant service fees

This section relates to the set up and use of the BPAY Biller service by businesses. Please note that this service is no longer available to new business.

Unless stated otherwise, loyalty rebates do not apply to the following fees and charges.

Fee name	Description	Charge
BPAY For Business Biller Service Fees	• Rejected transaction	\$10.00
	• Error correction/reversal	\$15.00
	• Error correction transaction fee	up to \$0.65
	• Investigation request	\$10.00
	• BPay biller change request	\$20.00
BPAY For Business Biller Transaction Fees	• Debit account per transaction	\$0.86
	• Credit account per transaction	\$0.86
	• Merchant service fee (% of transaction balance)	0.75%



