

Schedule of Fees and Charges

Effective 1 April 2018

The Good News

At Queenslanders Credit Union you get value for money. You see, we offer products and services priced to benefit our members - not to deliver massive profits. Many of the great products and services we offer are free of charge - and for the rest - by following a few simple guidelines you can generally reduce or avoid paying transaction fees altogether.

Free Transactions

Deposit*	Free
Direct debit	Free
Insurance payment (internal)	Free
NetBanking^	Free
Phone Banking^	Free
Mobile Banking^	Free
BPAY transaction	Free
QuickDebit	Free
QPSU subscription transaction	Free
Visa Debit card or Android Pay purchase using 'credit' option (in Australia)	Free

*Excludes deposits made via National Australia Bank, and coin handling fee.

^Excludes debits from MoneyMaker and Christmas Club accounts.

Transaction Fees (loyalty rebates may apply)

rediATM network withdrawal	\$1.25
rediATM network transfer	\$1.25
rediATM network balance enquiry	\$1.25
EFTPOS purchase - using a rediCARD or where 'savings' or 'cheque' buttons are pressed with a Visa Debit card (in Australia)	\$1.25
Periodical payment	\$1.25
Member chequing - presentation	\$1.25
Over-the-counter cash withdrawal*	\$1.25
Direct debit fee (Online Savings Account only)^	\$0.25
Staff assisted cash withdrawal (Online Savings Account only)^	\$1.50

*Excludes Christmas Club and MoneyMaker withdrawals.

^No loyalty rebate applies to these fees.

The Junior Savers Account is exempt from transaction fees.

Transaction Fee options

With Queenslanders you get three banking options. **Option 1** provides you with a basic account with a fixed monthly fee. **Option 2** offers fantastic rebates off your transaction fees as our way of saying *thank you for your loyalty*. Finally, **Option 3** allows our younger members to enjoy transaction fee-free banking while they are building their relationship with us. It's about supporting those who support us. To discover more about your banking options - read on.

Queenslanders Basic Account (Option 1)

Monthly account keeping fee	\$5.00
Transaction fee allowance:	
- 8 of the transactions listed in the Transaction Fees table free each month.	
- Unlimited Visa Debit purchases (in Australia) where the 'credit' button is selected.	
- Excess transactions will be charged as per this schedule.	

Loyalty Rebates (Option 2)

At Queenslanders we like to reward our members who support their credit union by giving a rebate to help reduce, and in some cases, avoid paying any fees altogether.

Member Support	Rebate
\$ 0 - \$ 4,999	Nil
\$ 5,000 - \$ 24,999	\$5.00
\$ 25,000 - \$ 49,999	\$10.00
\$ 50,000 - \$ 99,999	\$15.00
\$100,000 - \$149,999	\$20.00
\$150,000 +	Unlimited

Member support is calculated on the combined end of month balance of accounts within a membership - i.e. deposits (excluding any balances in the Queenslanders Basic or LiveFree accounts) plus borrowings, less overdrawn savings accounts and over limit overdrafts.

LiveFree Account (Option 3)

This account has its own fee structure that is designed to give young adults an opportunity to build their member support balances before transaction fees start to apply. It is available **only** to members aged between 18 and 30 years. Where transactions other than those listed below are conducted, the fee detailed in the Transaction Fees table will apply.

Transaction type	Charge
rediATM network withdrawal	10 free per month, then \$1.25 each
rediATM network transfer	Free
rediATM network balance enquiry	Free
Over-the-counter cash withdrawal	Free
Visa Debit purchase (where 'credit' is pressed)	Free
Usual Visa Debit card annual fee	Free
All transactions listed in Free Transactions table	Free

Service Fees

Service fees apply to services either requested and/or used by members. Service fees are charged in addition to applicable transaction fees, government fees and charges and credit fees.

Service fees will be debited to your account(s) either, when you request or use a service, or as they are incurred monthly.

Funds Transfer/Deposit

Transaction alert via email	Free
Transaction alert via text	\$0.25 per alert
Staff assisted internal transfer	\$10.00
Bank draft	\$10.00
Electronic Swift Payment	\$30.00
Telegraphic transfer	at cost
EFT payment request	\$15.00
EFT trace	\$30.00 per item
Foreign currency exchange	\$7.50
Christmas Club withdrawal	\$5.00
MoneyMaker withdrawals/transfers - first 5 per month	Free
MoneyMaker withdrawals/transfers - exceeds 5 per month	\$5.00
Coin handling fee (coins in sorted denominations only)	
Less than \$50.00	\$2.50
\$50.00 - \$99.99	\$5.00
\$100.00 and over (per \$100.00 or part thereof)	\$10.00
Deposit made via National Australia Bank	\$4.00

Card Fees (Visa Debit and rediCARD)

Visa Debit card annual fee (per card)	\$20.00
Overseas transactions - ATM withdrawals or cash advance	\$2.00
Overseas transactions - EFTPOS purchase (includes domestic internet transactions processed overseas)	\$2.00
Foreign currency conversion fee	5.00% of the converted amount
Emergency replacement Visa Debit card - domestic	\$30.00
Emergency replacement Visa Debit card - overseas	\$400.00
Replacement card - lost/damaged	\$20.00
Transaction verification	\$15.00 each plus costs
Visa voucher retrieval (charge subject to transaction validity)	\$20.00

Cheque Fees

Stop payment on member cheque	\$7.50
Presentation of stopped member cheque	\$35.00
Corporate cheque withdrawal	\$7.50
Stop payment on corporate cheque	\$20.00
Presentation of stopped corporate cheque	\$20.00
Cheque encashment facility	\$20.00
Special clearance - cheque	\$20.00
Trace (cheque)	at cost
Copy of paid cheque	at cost
Cash cheque	at cost
Bank cheque	at cost

Honour Fees

Direct debit honour	\$20.00 per item
Member cheque honour	\$20.00 per item

Payable on each occasion that Queenslanders Credit Union honours a member generated transaction against an account with insufficient funds.

Dishonour Fees

Direct debit dishonour	\$20.00 per item
Dishonoured member cheque	\$20.00 per item
Dishonoured QuickDebit	\$20.00 per item
Overdrawn account fee	\$25 per transact

Dormant Account

Transfer to dormancy status	\$20.00
Dormant account administration	\$7.50 per month

Statement/Record Request

Requested by phone or fax	\$7.50 per page (\$15.00 minimum)
Non-standard statement cycle	\$20.00
Archived statement retrieval	\$2.50 per page (\$10.00 minimum)
Record retrieval	\$2.50 per page (plus retrieval costs)
Voucher verification - counter transaction (\$15.00 minimum charge plus retrieval costs. No charge where transaction is confirmed invalid)	\$7.50 per voucher
Letter certifying account balance	\$20.00
Letter certifying annual interest earned	\$20.00
Comprehensive certificates/audit confirmations	\$75.00 per hour (\$37.50 minimum)
Company search (new company membership)	at cost
Miscellaneous service fee - charged per quarter hour then part thereof, plus expenses	\$18.75 per quarter hour