

Fees and Charges

Effective 1 September 2019

This document must be read together with the Community First Credit Union Account & Access Facility Terms & Conditions and the Summary of Accounts, Availability of Access Facilities & Transaction Limits.

Account type		Access	Community Account	McGrath Pink Debit	Money Market	Junior Saver	Retirement Plus	Student Starter
Account eligibility	Fee amount	All members	Not for profit organisations	All members	All members	Members aged 0 to 17 years	Pensioners & Retirees	Full time students aged 17 to 24
Account maintenance fee+	5.00	n/a	n/a	✓	n/a	n/a	n/a	n/a
Debit Card monthly fee (current Home Loan account holders exempt)	2.00	✓	n/a	n/a	n/a	Free	✓	Free
McGrath Pink Debit Card monthly fee (donated to McGrath Foundation)	1.00	n/a	n/a	✓	n/a	n/a	n/a	n/a
Visa Debit Card credit purchase (Pen or PIN activated)	Free	Free	Free	Free	n/a	n/a	Free	Free
BPAY® Payment	Free	Free	Free	Free	Free	Free	Free	Free
Internet Banking Internal Transfer	Free	Free	Free	Free	Free	Free	Free	Free
Phone Banking Transfer within the same Membership	Free	Free	Free	Free	Free	Free	Free	Free
Direct Credit	Free	Free	Free	Free	Free	Free	Free	Free
Payroll Credit	Free	Free	Free	Free	Free	Free	Free	Free
NAB Deposit Book	Free	Free	Free	Free	Free	Free	Free	Free
Personal Cheque (Member written)	2.00	✓	Free	n/a	✓	n/a	✓	n/a
EFTPOS or Visa Debit purchase (PIN activated)	1.10	✓	Free	Free	n/a	n/a	✓	Free
EFTPOS purchase with cash out	1.50	✓	Free	Free	n/a	n/a	✓	Free
Direct Debit (Payment Service)	1.10	✓	Free	Free	✓	Free	✓	Free
ATM withdrawal at any ATM (Visa Debit)*	1.50	✓	Free	Free	n/a	Free	✓	Free
Overseas Visa Debit & Credit Card cash advance ATM withdrawal*	5.00	✓	✓	✓	n/a	n/a	✓	Free
Internet Banking External Transfer	1.00	✓	Free	Free	✓	Free	✓	Free
Electronic External Transfer (Payment Service)	1.00	✓	Free	Free	✓	Free	✓	Free
Over the counter cash withdrawal	1.50	✓	Free	Free	✓	Free	✓	Free
Over the counter cheque	6.00	✓	Free	✓	✓	Free	✓	Free
Bank@Post withdrawal, cash advance or cash deposit	4.00	✓	Free	✓	n/a	n/a	✓	Free
Bank@Post cheque deposit	2.00	✓	Free	✓	n/a	n/a	✓	Free
Balance enquiry performed at any ATM*	1.25	✓	Free	✓	n/a	Free	✓	Free
Declined EFTPOS/ATM (Due to insufficient funds)	1.50	✓	Free	✓	n/a	Free	✓	Free
Periodic Payment Cheque issued	3.00	✓	Free	✓	✓	n/a	✓	n/a
Staff Assisted Transfer (Contact Centre & in-store)	2.00	✓	Free	✓	✓	Free	✓	Free
Early Withdrawal Fee	5.00	n/a	n/a	n/a	n/a	n/a	n/a	n/a

*Community First branded ATMs are direct charge free and located within most stores. For non-Community First branded ATMs, you may be charged a direct charge fee by the ATM operator. You will be notified of this fee up-front and will not be charged a fee should you wish to cancel the transaction. **Package Offset Savings applicable to Accelerator and True Professional accounts only. ^^Basic Offset Savings applicable to members with selected home loans. ^Service is only available during withdrawal period. *\$5 per month paid in arrears. ^Must be a member of club participating in the Club Rewards program with Community First Credit Union. © Registered to BPAY Pty Ltd ABN 69 079 137 518

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Account type		Bonus Saver	Christmas Cracker	FirstBiz	Matrimoney	Term Deposit	Personal Club Rewards	Business Club Rewards	Basic Offset Savings^^	Package Offset Savings**
Account eligibility	Fee amount	All members	All members	Business members	All members	All members	Club members ¹	Clubs	Members with selected Home Loans	Members with an Accelerator Package
Account maintenance fee+	5.00	n/a	n/a	n/a	n/a	n/a	n/a	\$100 per month	n/a	n/a
Debit Card monthly fee (current Home Loan account holders exempt)	2.00	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	Free
McGrath Pink Debit Card monthly fee (donated to McGrath Foundation)	1.00	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Visa Debit Card credit purchase (Pen or PIN activated)	Free	n/a	n/a	n/a	n/a	n/a	✓	n/a	n/a	Free
BPAY Payment	Free	n/a	Free^	n/a	n/a	n/a	✓	✓	Free	Free
Internet Banking Internal Transfer	Free	Free	Free	Free	Free	n/a	n/a	✓	Free	Free
Phone Banking Transfer within the same Membership	Free	Free	Free	Free	Free	n/a	n/a	✓	Free	Free
Direct Credit	Free	Free	Free	Free	✓	n/a	✓	✓	Free	Free
Payroll Credit	Free	Free	Free	Free	✓	n/a	✓	✓	Free	Free
NAB Deposit Book	Free	Free	Free	n/a	n/a	n/a	n/a	n/a	Free	Free
Personal Cheque (Member written)	2.00	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	Free
EFTPOS or Visa Debit purchase (PIN activated)	1.10	n/a	n/a	n/a	n/a	n/a	✓	n/a	n/a	Free
EFTPOS purchase with cash out	1.50	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	Free
Direct Debit (Payment Service)	1.10	n/a	✓^	n/a	n/a	n/a	n/a	n/a	n/a	Free
ATM withdrawal at any ATM (Visa Debit)*	1.50	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	Free
Overseas Visa Debit & Credit Card cash advance ATM withdrawal*	5.00	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	✓
Internet Banking External Transfer	1.00	✓	✓	✓	✓	n/a	n/a	✓	✓	Free
Electronic External Transfer (Payment Service)	1.00	✓	✓	n/a	✓	n/a	n/a	n/a	✓	Free
Over the counter cash withdrawal	1.50	✓	✓	n/a	✓	n/a	n/a	n/a	✓	Free
Over the counter cheque	6.00	✓	✓	n/a	✓	n/a	n/a	n/a	n/a	Free
Bank@Post withdrawal, cash advance or cash deposit	4.00	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	Free
Bank@Post cheque deposit	2.00	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	Free
Balance enquiry performed at any ATM*	1.25	n/a	n/a	n/a	n/a	n/a	✓	n/a	n/a	Free
Declined EFTPOS/ATM (Due to insufficient funds)	1.50	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	✓
Periodic Payment Cheque issued	3.00	n/a	n/a	n/a	n/a	n/a	n/a	n/a	✓	Free
Staff Assisted Transfer (Contact Centre & in-store)	2.00	✓	✓	n/a	n/a	n/a	n/a	✓	✓	Free
Early Withdrawal Fee	5.00	n/a	✓	n/a	n/a	n/a	n/a	n/a	n/a	n/a

*You may also be charged a direct charge fee by the ATM operator for withdrawals or balance enquiries for non-owned ATMs. You will be notified of this fee up-front and will not be charged a fee should you wish to cancel the transaction.
 **Package Offset Savings applicable to Accelerator and True Professional accounts only. ^^Basic Offset Savings applicable to members with selected home loans. ^Service is only available during withdrawal period. *\$5 per month paid in arrears. †Must be a member of club participating in the Club Rewards program with Community First Credit Union.

Community First Free Transaction Allowances

Community First offers a range of free transaction allowances. These allowances are listed below and are dependent on the combined balance of your savings and loan accounts:

Total Balance of Deposit & Loan accounts	Maximum Rebate (per mth)
Between \$0 - \$4,999	Nil
Between \$5,000 - \$19,999	\$4.00
Between \$20,000 - \$49,999	\$8.00
Between \$50,000 - \$99,999	\$12.00
\$100,000 plus	\$27.00

Additional rebates can be gained by Members when they hold the following products:

Eligible product	Rebate amount (per mth)
Low Rate Credit Card	\$2.00
Holder of current CGU Car or Home Insurance policy [^]	\$2.00

Transaction charges are applicable on all deposit and overdraft accounts and any transaction charges in excess of your allowances, as set out above, will be debited monthly.

*Your monthly balances for calculating your free transactions allowance are the total closing balances on the last day of the month, of all your deposit accounts and all your loan accounts. Please note that balances held by you under a second membership will not generally be taken into account when calculating fees. [^]Purchased through CFCU only.

Service Fees

Dormancy Fee - (all savings accounts - Account Keeping Fee) When no transactions have been made on your membership for one year or more	\$20.00 p.a.
Inactive Fee - when no transactions have been made on your account for one year or more. (Fee will apply to the following accounts: Retirement Plus / Access / Bonus Saver / Money Market / McGrath Pink Debit / FirstBiz)	\$2.00 per mth
Overdrawn Fee - charged on accounts that become overdrawn by \$50.00 or more in a calendar month. Charged last day monthly	\$10.00 per mth
Over Limit Fee - charged when an account remains over limit by \$50 or more for 1 day or more during a calendar month. Charged last day monthly	\$30.00 per mth
Dishonour Fee - when payment of a cheque deposited in your account through Bank@Post is rejected. Charged on the day of the dishonour	At costs
Dishonoured Cheque - when payment of a cheque from your account is rejected. Charged on the day of the dishonour	\$25.00
Special Cheque Clearance Fee - when a cheque deposit is required to be cleared faster than the standard clearance period (service must be requested at the time the cheque is deposited)	\$15.00
Direct Debit Dishonour - when payment of a direct debit from your account is rejected. Charged on the day of the dishonour	\$25.00
Periodical Payment Dishonour - when payment of a periodical payment from your account is rejected. Charged on the day of the dishonour	\$20.00
Payment Services - Financial Institution Cheque	At cost
Account Combination Fee - charged if we have to offset the credit balance of any of your deposit accounts against any debt owing by you	\$5.00
Stop Payment - on a Financial Institutions cheque	\$15.00
Forced Payment - Member cheque or direct debit paid on insufficient funds	\$20.00
Transfer of Funds - to or from other financial institution	At cost
Retrieve cashing vouchers or any other document	\$20.00 per item
EFT Investigation Fee - when payment made to incorrect account or BPAY Biller, including NPP payments, incorrect amount transferred; alleged unauthorised transactions; request to recall funds	\$35.00

Specially Requested Services

All fees for specifically requested services are charged on the day of the request.

Foreign Currency Services

MasterCard Cash Passport or Foreign Cash	The greater of 1% of the load/reload amount or \$10.00
Drafts	\$17.50
Overseas Telegraphic Transfer - this fee will be incurred again if any changes to the details are requested	\$30.00
Overseas Telegraphic Transfer - Australian dollars	\$50.00
Fees for withdrawals, cancellations, stops, traces and late orders for Travelex services	At cost
Foreign Cheque Encashment	
To the value of \$A25,000	\$12.50
Over \$A25,000	\$57.50

Credit and Debit Card

Low Rate Credit Card Annual Fee - is payable upon funding initially and is debited from the credit card account each anniversary	\$40.00
Late Payment Fee - charged each time the minimum monthly repayment is not met	\$25.00
Replacement of Visa card (within Australia)	\$12.50
Card Extraction Fee - urgent request to change the delivery method of card and or PIN mailers	\$45.00
Replacement of Visa Card overseas	US\$175.00*
An administration fee of US\$50.00* applies if a replacement request is withdrawn	US\$50.00*
Copy of Visa Voucher	\$20.00
Visa chargebacks	\$25.00
International Conversion Fee - payable when you use your Visa card for a foreign currency transaction or for an Australian dollar transaction that is with a foreign merchant or that is processed by an entity outside Australia	3% of transaction value in \$AUD

*The fee is converted to Australian dollars using the exchange rate valid on the day emergency card is produced

Swift Payments

Inward Swift – domestic or international transfer is credited to your account	\$6.60
Outward Swift – domestic transfer is debited to your account	\$20.00

Copy or Trace of Cheque

Cheques presented prior to 1 November 2001	\$55.00
Cheques presented on or after 1 November 2001	\$20.00

Copy of Statement (already issued)

eStatements available via Internet Banking - copies from December 2001	Free
For statements prior to January 1997	\$3.00 per page
For subsequent statements	\$1.50 per page

Other Fees

Large Cash Withdrawals – is payable for store withdrawals in cash > \$5,000	0.15% of total amount
Deposits of coin	1.00%
Safe Deposit Box	
> Establishment Fee	\$30.00
> Small (130mm x 130mm)	\$30.00 p.a.
> Medium (260mm x 75mm)	\$40.00 p.a.
> Large (260mm x 260mm)	\$100.00 p.a.
Accelerator Package Fee	
Annual fee (paid advance)	\$395.00 p.a.
New Car Loan and Car Loan Fee	
Monthly account keeping fee	\$5.00

Loan Fees & Charges

Processing Fee All approved Personal Loans, Car Loans and Overdrafts (on each occasion)	\$195.00
PPSR Fee (for all secured personal loans) - Personal property security fee charged when security taken over a car	\$100.00
Application Fee applies at the time of application, to variable and fixed mortgage secured Home and Investment Loans.	
> First application includes the cost of the first standard valuation of one security only (and includes 2 splits)	\$600.00
> Each additional split thereafter	\$150.00
> Solicitors preparation fee	At cost
> Additional valuation fee – the cost of having subsequent securities valued by third party	At cost
> Search fees	At cost
> Loan top-up on existing loan	Up to \$250.00
> Split loan request	\$500.00
Switching Fee Charged when home loan members opt to switch into a different loan type.	\$500.00
Re-Fix Fee Charged when at the end of a fixed rate home loan term members opt to re-fix their home loan for any period.	\$250.00
Early Repayment Fees An Early Repayment Fee may apply to your loan. You should refer to your loan contract to see if an Early Repayment Fee applies and how it is calculated.	
Late Payment Charged 7 days after a loan repayment is not met, and again at 14 days (if applicable)	\$25.00
Special Attendance Fee - Mortgage discharge	\$300.00
Special Attendance Fee Includes consent to second mortgage, lease, variation or substitution of security.	At cost
Lender's Mortgage Insurance Loans for amounts greater than 80% of the valuation or the purchase price, whichever is less, will incur a fee for Lenders Mortgage Insurance. The amount of this fee will be available on application, as it is dependent on the loan to valuation ratio of each loan.	Available on application

Loan Fees & Charges (continued)

Personal Overdraft Line Fee On overdraft limits of more than \$5,000	1% p.a. charged quarterly, capped at \$100 per annum
Business Overdraft Line Fee Payable quarterly (existing accounts)	1% p.a. charged quarterly, minimum fee of \$10, and capped at \$250 per quarter
Line of Credit Home Loan Line Fee	\$120 p.a. (\$30 payable per quarter)
Redraw	
> Internet (BPAY, Internal and External Transfers)	\$15.00
> Staff Assisted	\$30.00
Rate Lock Fee	\$500 or 0.15% of the fixed loan amount (whichever is the highest)

Approved amount

Safe Custody Fee For secure storage of legal documentation – certificate of titles, wills, etc.	\$50.00 p.a.
Credit Union Guarantee Fee Payable where a guarantee is provided to a third party such as rental bond or performance bonds for business purposes.	\$250 up-front preparation fee plus \$250 p.a. (paid in advance)
Reissue Loan Documentation Fee Payable if a borrower requests to restructure a loan between approval and funding which results in issuance of a new loan documents.	\$125.00