

FEES & CHARGES

- Savings Accounts
- Transaction Accounts
- Business Accounts
- Non-Standard Fees & Charges

This document should be read in conjunction with our Product and Services Terms and Conditions and our Savings and Investment Interest Rate Schedule, before making a decision to acquire any financial product.

The fees and charges contained in this document are effective at the date of this document and are subject to change.

Fees, charges and interest rates relating to loan products are detailed on the relevant loan documentation.

Fee-free transactions

The following transactions are free across all of the accounts listed in this document (where the transaction is applicable to that account type).

- Online internal transfers (WAW to WAW).
- Online external transfers (WAW to a third party payee).
- Direct credits.
- Over the counter deposits.

Debiting of fees and charges

Transaction based fees and charges and cheque fee charges are debited to the account on the last day of each month. Direct charge fees by third-party ATMs are debited to the account at the time of acceptance. Non-standard fees and charges are generally debited to the account at the time of relevant activity.

Fee-exempt accounts

WAW offers a number of fee-exempt accounts. Fee-exempt accounts still attract non-standard fees and charges. Please refer to Table 4 in this document for details.

Account transfers

WAW offers a fee-free Star Saver account for children aged 0-12. At the account holder's 13th birthday, this account will automatically be transferred to a fee-free S58 Youth Saver account.

The Youth Transact and Youth Saver accounts are free accounts for young people aged 13 to 25. On the account holder's 26th birthday these accounts are transitioned from:

- S57 Youth Transact to S55 Everyday Transact
- S58 Youth Saver to S51 Everyday Saver.

These accounts will revert to the standard fee structure for each account type at that time.

Direct charging at third-party ATMs

If you use an ATM that is operated by a third-party, you may see the charge for using that ATM on the screen before you decide whether to proceed with the transaction. This is not a WAW transaction fee. If you decide to accept that fee, it will be separately debited to your account at the time of the transaction and will be shown on your statement.

Table 1 - Transaction Accounts

ACCOUNT TYPE	Everyday Transact	Youth Transact	Mortgage Offset	Pension Plus	Club & Community Transact	Disability Support	Sub-Transact Account
	\$55	\$57	\$56	\$65	\$66	\$60	\$8
Monthly access fee	\$6.00 [^]	N/A	\$6.00	N/A	N/A	N/A	\$2.00
Monthly fee for up to nine Sub-Transact accounts **	\$2.00	N/A	\$2.00	\$2.00	N/A	N/A	N/A
Transactions in the fee-free bundle per month *	Unlimited	Unlimited	Unlimited	Twelve #	Unlimited	Unlimited	Unlimited
Transaction fees chargeable outside of monthly allocation							
Staff assisted transaction in a WAW Service Centre	\$2.00	Free	\$2.00	\$2.00	Free	Free	\$2.00
Cash deposits at a WAW Service Centre	Free	Free	Free	Free	Free	Free	Free
Personal cheque withdrawal	\$1.00	N/A	\$1.00	\$1.00	\$1.00	N/A	N/A
BPAY Online	Free	Free	Free	0.40c	Free	Free	Free
Direct Debits	Free	Free	Free	\$0.40	Free	Free	Free
EFTPOS transaction (withdrawal or rejection)	Free	Free	Free	\$0.60	Free	Free	N/A
Osko / NPP payments	Free	Free	Free	Free	Free	Free	Free
REDI ATM withdrawal	Free	Free	Free	\$1.00	Free	Free	N/A
REDI ATM enquiry/decline	Free	Free	Free	\$0.60	Free	Free	N/A
Non-Redi ATM cash withdrawal	Free	Free	Free	\$0.20	Free	Free	N/A
Non-Redi ATM enquiry/decline	Free	Free	Free	\$0.60	Free	Free	N/A

[^] waived if you deposit \$2,000 in a month

* transactions includes EFTPOS, RediATM cash transactions, BPAY, Direct Debits, Osko/NPP Payments and online transfers

** optional feature, charge cannot be waived.

twelve transactions per month can include any of the above plus any staff assisted over-the-counter transactions

Table 2 - Savings Accounts

ACCOUNT TYPE	Everyday Saver	Bonus Saver	Christmas Saver	Star Saver	Youth Saver	Club & Community Saver	SMSF Saver
	\$51	\$52	\$53	\$54	\$58	\$67	\$64
Monthly access fee	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Transactions in the fee-free bundle per month*	NIL	NIL	NIL	Unlimited	Unlimited	Unlimited	NIL
Transaction fees chargeable outside of monthly allocation							
Staff assisted transaction in a WAW Service Centre	\$2.00	\$2.00	\$2.00	Free	Free	Free	\$2.00
Cash deposits at a WAW Service Centre	Free	Free	Free	Free	Free	Free	Free
Personal cheque withdrawal	N/A	N/A	N/A	N/A	N/A	N/A	N/A
BPAY Online	\$0.40	\$0.40	N/A	Free	Free	Free	\$0.40
Direct Debits	\$0.40	\$0.40	N/A	N/A	\$0.40	\$0.40	\$0.40
EFTPOS transaction (withdrawal or rejection)	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Osko / NPP payments	Free	Free	Free	N/A	Free	Free	Free
REDI ATM withdrawal	N/A	N/A	N/A	N/A	N/A	N/A	N/A
REDI ATM enquiry/decline	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Non-Redi ATM cash withdrawal	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Non-Redi ATM enquiry/decline	N/A	N/A	N/A	N/A	N/A	N/A	N/A

* transactions includes EFTPOS, RediATM cash transactions, BPAY, Direct Debits, Osko/NPP Payments and online transfers

Table 3 - Business Accounts

ACCOUNT TYPE	Business Transact	Business Basic	Business Saver
	\$63	\$62	\$61
Monthly access fee	\$10.00	N/A	N/A
Monthly fee for up to nine Sub-Transact accounts **	\$2.00	N/A	N/A
Transactions in the fee-free bundle per month*	Unlimited	NIL	NIL
Transaction fees chargeable outside of monthly allocation			
Staff assisted transaction in a WAW Service Centre	\$2.00	\$2.00	\$2.00
Cash deposits at a WAW Service Centre	Free	Free	Free
Personal cheque withdrawal	\$1.00	N/A	N/A
BPAY Online	Free	\$0.40	\$0.40
Direct Debits	Free	\$0.40	\$0.40
EFTPOS transaction (withdrawal or rejection)	Free	\$0.60	N/A
Osko / NPP payments	Free	\$0.60	Free
REDI ATM withdrawal	Free	\$1.00	N/A
REDI ATM enquiry/decline	Free	\$0.60	N/A
Non-Redi ATM cash withdrawal	Free	\$0.20	N/A
Non-Redi ATM enquiry/decline	Free	\$0.60	N/A
Non-Redi ATM enquiry/decline	Free	\$0.60	N/A

* transactions includes EFTPOS, RediATM cash transactions, BPAY, Direct Debits, Osko/NPP Payments and online transfers

** optional feature

Table 4 - Non-Standard Fees and Charges

The following non-standard fees and charges apply across all account types as appropriate

Type	Application	Fee
Cheques		
Bank cheque fee	Payable when you ask WAW to raise a bank cheque from NAB	At cost
Stop cheque request	When you ask us to stop a cheque	\$10.00
Special cheque clearance	Special request for priority clearance on a cheque deposited to your account	\$20.00
Personal cheque fee	Payable when a cheque you have written is banked	\$1.00
Corporate cheque fee	Payable when you raise a WAW corporate cheque at any WAW Service Centre	\$2.00
Cheque book order	When you order a cheque book for your account	25 pages - \$5.00 50 pages - \$7.50 100 Pages - \$10.00
Dishonour fee - personal or business cheque	Insufficient cleared funds in your account, cheque returned to drawer	\$10.00
Foreign currency cheque fee	When you deposit a foreign currency cheque to your account	Western Union will charge you \$5.00. WAW will charge you \$10.00
International transactions		
International ATM enquiry	When you check your account balance overseas	\$1.00
International ATM withdrawal	When you withdraw cash at an ATM overseas	\$3.00
International fee	Charged on any foreign currency transaction converted into Australian dollars, payable at the time the currency conversion is made	2.75%
Other		
Archive search fee	Retrieval of archived account information	\$50 per hour (min fee \$20.00)
Bank Audit Certificate fee	When you ask us to provide a Bank Audit Certificate	\$30.00
Card replacement fee - Visa Debit card	When you request a replacement Visa Debit Card	\$10.00
Deposit books	When you request an additional deposit book in your name	\$7.50
Dishonour fee - direct debit, BPAY, periodic payments	Insufficient cleared funds in your account	\$10.00

Non-Standard Fees and Charges (cont.)

Type	Application	Fee
Other		
Electronic Payment Trace	When you request an external transaction be traced	\$30.00
Foreign cash	When you purchase foreign cash	1% of order value in \$AUD
Large cash withdrawals	Payable if you request a cash withdrawal totalling \$3,000 or more	Price on application
Inactive account fee	Where your account has not been transacted upon for a period of 12 months or more	\$20.00
Overdrawn account	When you have overdrawn funds and your account is in debit	\$10.00
Real Time Gross Settlement	SWIFT - inward transfer (RTGS)	\$10.00
Real Time Gross Settlement	SWIFT - outward transfer (RTGS)	\$15.00
Real Time Gross Settlement	SWIFT - inward transfer from Centrelink	\$10.00
Statement request	A request to provide a copy of your statement or a statement on a passbook account	\$2.00 per statement
Stop payment request	When you ask us to stop an electronic payment	\$5.00



Banking as it should be.

WAW Credit Union Co-Operative Ltd.

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Email: info@wawcu.com.au

ABN 48 087 651 787

Australian Financial Service Licence 247298

Australian Credit Licence 247298

BSB 803-070

INTERNET BANKING www.wawcu.com.au

PHONE BANKING 1300 361 766

CONTACT CENTRE 1300 368 555

VISA HOT-LINE 1800 648 027

24 hour service for lost or stolen cards

INTERNAL DISPUTE RESOLUTION

Complaints Officer -WAW Credit Union

PO Box 568 Wodonga Vic 3689

Email: info@wawcu.com.au

Website: www.wawcu.com.au

Phone: 02 6022 8445 or AH 1300 368 555

Fax: 02 6022 8401

EXTERNAL DISPUTE RESOLUTION

Australian Financial Complaints Authority

GPO Box 3 Melbourne Vic 3001

Email: info@afca.org.au

Website: www.afca.org.au

Phone: 1800 931 678

For Service Centres and ATM locations
visit www.wawcu.com.au, or refer to your local
White pages for telephone numbers.