

Terms & Conditions

Part B: Fees and Charges

Effective 1 October 2018



bankfirst

invested in you

Terms and Conditions

The Terms and Conditions brochures for Bank First basic deposit products (accounts) and non-cash payment facilities (payment facilities), consist of three sections:

- Part A: Product Information.
- Part B: Fees and Charges.
- Part C: Interest Rates.

If you would like further information about any of our products and services or fees and charges, please call one of our friendly Member Service Consultants on **1300 654 822** or visit **bankfirst.com.au**.

By opening an account or using a payment facility you become bound to comply with these Terms and Conditions. You should read the Terms and Conditions before making a decision to open an account or access a payment facility.

Please keep these Terms and Conditions so that you can refer to them when needed. You may otherwise obtain a copy from our website at **bankfirst.com.au**.

All fees are Goods & Services Tax (GST) inclusive, where GST applies. All fees are payable at the time of the transaction or after, unless stated otherwise.

Codes of Practice

We operate under the Customer Owned Banking Code of Practice and ePayments Code as they apply to Bank First products and services.

Contents

Transaction Fees	2
How to Avoid Fees	3
Account Transaction Charges	4
Cheques	4
Payment Services	6
Overdraft	6
Foreign Exchange & Currency	8
ATM Card	10
Visa Debit Card	10
Visa Credit Cards	10
General Items	12
SMS Alerts and Email Alerts	12
BPAY Biller Charges	14
Loan Services	14
Information Charges	16

Transaction Fees

Transactions are grouped into three categories:

- Unlimited Free Transactions – perform as many of these as you like without incurring fees.
- Limited Free Transactions – the first six EFTPOS transactions are free per month, and the first four of a combination of Personal and Corporate cheques and Bank@Post withdrawals are free per month. Fees apply thereafter.
- Pay Per Use Transactions – these are charged on a per use basis.

Unlimited Free Transactions	Fee
ATM withdrawals Australia wide*	Free
Purchases on Visa Debit Card by pressing 'credit' and purchases over the phone or Internet	Free
Internet Banking	Free
Phone Banking	Free
All deposits (except coin amounts of \$100 or more)	Free
Direct debits	Free
Electronic payments - quoting a valid BSB and account number	Free
BPAY transactions	Free
Limited Free Transactions	Fee
Number of EFTPOS Transactions free per month 6	
EFTPOS (pressing 'savings' or 'cheque')	\$0.50
Combination of other Transactions free per month 4	
Bank@Post withdrawals	\$2.00
Personal and Corporate cheques	\$2.00
Over the counter cash withdrawals (at the Bank)	\$1.00
Pay Per Use Transactions	Fee
Number of Free Transactions per month 0	
Visa Debit Card over the counter cash advances	\$2.50
Overseas ATM withdrawals	\$2.50*

* Some ATM withdrawals may be charged at the time of the transaction by the ATM operator.

Transactions accrue from the date posted to your account (not necessarily the day you make the transaction). Transaction Fees are charged on a monthly basis. Transaction Fees accrue until the end of the month in which they are incurred and are debited to your account balance in the first week of the following month and when the account is closed. Transaction Fees will be debited to the account on which the chargeable transactions were made. Transaction Fees apply for using a chargeable access method on the following accounts: Everyday Account (S1), Budget Account (S2), Pension Account (S9), Cash Management Account (S10).

How to Avoid Fees

We are committed to educating our customers about fees and charges and the options available to conduct low cost banking.

Unlimited Free Transaction tips

- Use BPAY, Direct Debit, or External Funds Transfers to pay for bills and to make other payments instead of using cheques.
- If you do not need to withdraw cash when making a purchase with your Visa Debit Card, press the 'credit' button.
- Use Phone or Internet Banking services.

Limited Free Transaction tips

- Instead of withdrawing cash multiple times within a week, try to withdraw enough cash in one transaction to meet your weekly needs.
- Use EFTPOS (by pressing 'savings' or 'cheque') to withdraw cash when making a purchase.
- Pay bills via BPAY or Direct Debit instead of using cheques.
- If you exceed your monthly quota of Limited Free Transactions, use EFTPOS to reduce potential fees, as EFTPOS transactions attract a fee of only \$0.50 and allow you to withdraw cash.

Pay Per Use Transaction Tips

- Avoid using ATMs that charge fees where possible, as although the Bank does not charge for these transactions, the operator of the ATM may charge you at the time of the transaction.

Further information on how to avoid fees can be obtained from our 'Product Range' brochure. Please call one of our Member Service Consultants on **1300 654 822** for a copy of the brochure, or to ask any questions about fees.

Transaction Fee Exemptions

Some individuals and organisations are exempt from transaction fees:

- First Access account holders.
- Schools and Preschools.
- Full time students who provide proof of enrolment in a university, TAFE, CAE, VCE, traineeship, apprenticeship or other registered course.
- Charitable organisations related to education that provide proof they are registered with the Australian Taxation Office.
- Premier Package Home Loan holders.
- First Home Buyer Package holders.

For further information on fee exemptions, please contact the Bank.

Transaction/Fee Type**Cost Per Transaction**

Account Transaction Charges	
Account Keeping Fees	Nil
Coin Handling Fee (for amounts of \$100 or more)	\$5 per every \$100
Phone Banking	Free
Internet Banking	Free
Unofficial Agency Transactions at other Mutual Organisations	Other Mutual Organisations may charge for this service
Cheques	
Bank Cheque	\$10.00 Collection at Commonwealth Bank branch - 1 day notice
Deposit Cheque Special Clearance Request	\$15.00 (Commonwealth Bank charge)
Deposit Cheque Dishonour Fee	\$11.00 This is where a cheque deposited into an account is dishonoured (Australia Post (Bank@Post) charge)
Cheque Dishonour Fee	\$17.50 This is where a cheque written on an account is dishonoured due to insufficient funds (Commonwealth Bank and Bank First charge)
Stop Cheque Payment	\$15.00 (Commonwealth Bank charge)
Personal Cheque Books	Free
Business Account Cheque Books	Free
Bank First Corporate Cheque Stop Payment	\$15.00 Stop Payment allowed only in special circumstances (Commonwealth Bank charge)
Voucher Retrieval Fee For Cheque/Deposit	\$5.00 per voucher

Transaction/Fee Type

Cost Per Transaction

Payment Services	
Direct Credit	Free. Third party deposit electronically
Direct Debit	Free. Third party withdrawal electronically (Fees may be charged by the Debit Supplier for any late Direct Debit payments)
Direct Debit Dishonour Fee	\$17.50 Due to insufficient funds
Direct Debit Stop Request	\$9.00
Trace on an electronic transfer	\$25.00
Direct Debit Trace	\$25.00
Regular Authorised Payment Dishonour Fee	Nil. Regular withdrawal to a third party by means of a Bank First Corporate Cheque (Where a Regular Authorised Payment is rejected due to insufficient funds in the account)
Direct Entry Return Fee	\$2.50 (Commonwealth Bank charge)
Transaction Negotiation Authority (TNA) Fee	\$350.00
Non-Individual Account Manual Processing Fee	\$1.00 per transaction (Non-Individual Accounts only)
Non-Individual Account Batch File Fee	\$5.00 per file (Non-Individual Accounts only); and \$0.15 per transaction (Non-Individual Accounts only)
Priority Payment (RTGS)	\$12.00

Overdraft	
Over the Limit Fee	\$12.00 Payable immediately if the balance of your account is over the credit limit by \$20.00 or more at the close of business on any day. The fee is payable again at the end of each period of 7 calendar days thereafter if the balance remains over the credit limit by \$20.00 or more.
Arrears Fee	\$20.00 Payable immediately if all or any part of a repayment is 10 days in arrears. A further Arrears Fee of \$20.00 is payable at the expiry of 30 days after the account falls into arrears if all or any part of the repayment remains in arrears.
Overdraft Service Fee	\$60.00 is debited to the Overdraft Account annually on the last working day in June. The fee is only payable on Overdraft limits greater than \$1,000.

Transaction/Fee Type

Cost Per Transaction

Foreign Exchange and Currency

Note: Overseas bank costs may apply.

Purchasing Foreign Currency	1.1% or minimum fee \$8.00 (per order)
Foreign Currency Cheque Negotiation Conversion Fee	\$25.00 per cheque or draft. The processing charge levied by Bank First will be debited to your account at the time of deposit or after
Dishonoured Foreign Currency Cheque and International Draft Fee	In the event that a foreign currency cheque(s) or international draft(s) is/are dishonoured, the buy rate applicable on the day of dishonour will apply. Any fees charged by overseas banks will be charged to your account
Clean Bill for Collection	\$25.00 Cheque drawn on an Australian bank (Commonwealth Bank charge)
Bill for Collection	\$45.00 Cheque drawn on an overseas bank
Conversion of Foreign Currency	\$8.00 per transaction
International Draft (for Foreign Currency/Australian Dollars)	\$20.00 (Amex and Bank First charge)
International Draft - Stop & Reissue (if error in payee details)	Free
International Draft - Stop & Refund	\$25.00 (Amex charge) plus exchange rate difference
International Draft - Advice of Fate (confirmation of whether or not draft has been presented)	Free
International Draft Express Post within Australia	\$5.00
International Draft Express or Registered Post International	\$15.00
International Funds Transfer (for Foreign Currency/Australian Dollars)	\$30.00 (Amex and Bank First charge)
International Funds Transfer - Stop or Refund	\$30.00 (Amex and Bank First charge) plus exchange rate difference
International Funds Transfer - Amend	\$30.00 (Amex and Bank First charge)
International Funds Transfer - Trace	Free
Foreign Currency Overseas Direct Deposit Fee (electronic foreign currency deposit from overseas into a Bank First account)	Correspondent banks and overseas financial institutions may deduct commission or fees from the amount transferred.
Australian Dollar Overseas Direct Deposit Fee (electronic deposit from overseas into a Bank First account)	\$25.00 (Amex charge)

Transaction/Fee Type

Cost Per Transaction

ATM Card

Replacement Card Fee	\$5.00
Express posting of Card or PIN in Australia	\$5.00 per item

Visa Debit Card

Replacement Card Fee	\$12.00
Emergency Overseas Replacement Card Fee	\$150.00

Cash Advance Fee

ATM withdrawal **Free.** (The ATM operator may charge a fee at the time of the transaction)

Visa Debit Card over the counter cash advances **\$2.50**

Overseas ATM withdrawals **\$2.50** (The ATM operator may charge a fee at the time of the transaction)

Currency Conversion Fee **2.5% of the transaction value Conversion fee** for converting overseas currency transactions, purchases and cash advances made using your Visa Debit Card to Australian Dollars. Note: Overseas banks may charge a separate fee, in addition to the Currency Conversion Fee, for use of their ATMs and for cash advances. This separate fee is at the discretion of each overseas bank.

Express posting of Card or PIN in Australia **\$5.00** per item

Issue Card or PIN internationally by registered mail **\$15.00** per item

Visa Credit Cards

Visa Platinum Credit Card Annual Fee **\$99.00** per annum. This fee is waived for Premier/Rewards Package Home Loan customers.

Visa Classic Credit Card Annual Fee **Nil**

Replacement Card Fee **\$12.00**

Emergency Overseas Replacement Card Fee **\$150.00** This fee is waived for Visa Platinum Credit Card holders.

Arrears Fee **\$20.00** Payable immediately if all or any part of a repayment is 10 days in arrears. A further Arrears Fee of \$20.00 is payable at the expiry of 30 days after the account falls into arrears if all or any part of the repayment remains in arrears.

Cash Advance Fee

ATM withdrawal **\$2.50** (The ATM operator may also charge a fee at the time of the transaction)

Cash Advance at Bank@Post **\$2.50**

Visa Credit Card over the counter cash advance **\$2.50**

Overseas ATM withdrawals **\$2.50** (The ATM operator may charge a fee at the time of the transaction)

Over the counter cash withdrawals (at the Bank) **\$2.50**

Bank First ATM Withdrawal **\$2.50**

Currency Conversion Fee **2.5% of the transaction value Conversion fee** for converting overseas currency transactions, purchases and cash advances made using your Visa Credit Card to Australian Dollars. Note: Overseas banks may charge a separate fee, in addition to the Currency Conversion Fee, for use of their ATMs and for cash advances. This separate fee is at the discretion of each overseas bank.

Express posting of Card or PIN in Australia **\$5.00** per item

Issue Card or PIN internationally by registered mail **\$15.00** per item

BPAY Biller Charges

(Available to approved applicants - refer to relevant section of Part A)

BPAY Biller Creation Fee	\$450.00
BPAY Biller Transaction Fee (Debit Account)	\$0.83 Where payment is made from a Debit Account
BPAY Biller Transaction Fee (Credit Card)	\$0.76 Where payment is made from a Credit Card
Percentage Merchant Service Fee on Credit Card Payment Values	0.35%

Loan Services

Personal Loans secured and unsecured

Personal Loan Application Fee	Nil
Personal Loan Establishment Fee	\$150.00 Applies to all Personal Loan types (Personal, Green Personal, Car, Green Car and Share) whether secured or unsecured, and is only payable if the loan is funded. This fee is waived for First Home Buyer Package and Premier/Rewards Package Home Loan customers.
Loans with a Fixed Rate Term - Break Cost Fee	If the loan is paid out or transferred to a variable rate loan during the fixed rate period you will incur a break cost fee.
Goods Security Agreement Registration Fee	Nil
Amendment to Goods Security Agreement Registration	Nil
Stamp Duty on Goods Security Agreement	Available upon application Government Charge (for interstate Goods Mortgage only)
Revolving Personal Loan Service Fee	\$35.00 p.a. (Charged on the anniversary of the loan)
Repayment Holiday	Free
Arrears Fee	\$20.00 Payable immediately if all or any part of a repayment is 10 days in arrears. A further Arrears Fee of \$20.00 is payable at the expiry of 30 days after the account falls into arrears if all or any part of the repayment remains in arrears.

Loans Secured by Real Estate Mortgage

Loan Application Fee	Nil
Loan Establishment Fee	\$600.00¹ (New Loan) \$300.00¹ (Premier Package Home Loan) \$950.00¹ (Bridging Loan) \$350.00¹ (Increase to existing loan) \$175.00¹ (Increase to existing Premier Package Home Loan) Establishment fee is waived for First Home Buyer Package customers and First Rate Home Loan first home buyers.
Shared Equity Agreement (SEA) Establishment Fee	\$600 Covers the cost of the preparation and lodgement of a 2nd Mortgage, Deed of Priority and any applicable government charges.
Additional Valuation Fee	At cost
Additional Security Fee	\$150.00 The Establishment Fee covers the cost of one security. This fee applies for each additional security.
Guarantee Fee	\$200.00 per Guarantee.
Switching Fee	\$300.00 (Only charged if switching between Bank First loan products) \$150.00 Premier Package Home Loan holders.
Lenders Mortgage Insurance	Available upon application May apply to loans where the loan to valuation ratio is greater than 80%.
Construction Administration Fee	\$350.00

1. Signifies a charge that is not refundable if the loan application is withdrawn. Note: Loan Fees and Charges listed are to be used as a guide only, as Government,

Statutory and Council charges may apply to particular loans and these may change. Full disclosure of all relevant charges will be available on application.

Loan Services

Cost Per Transaction

Loans Secured by Real Estate Mortgage

Equity Line of Credit Administration Fee	\$150.00 p.a. (Charged on the anniversary of the loan)
All loans secured by Real Estate Mortgage, during a fixed rate term	
1. Break Cost Fee	1. If the loan is paid out during a fixed rate term or if transferred to a variable rate loan during a fixed rate period or if extra funds paid in excess of \$30,000 per year during the fixed interest rate period will incur a break cost fee.
2. Fixed Rate Lock Fee (1 - 3 year fixed terms only)	2. 0.15% of Loan amount (maximum loan amount of \$1,000,000)
Settlement Fees	1. At cost (This fee applies if the settlement occurs outside the CBD area or attendance at settlement by Bank First representative)
1. Settlement (Attendance) Fee	
2. Settlement Cheque Fee	2. At cost
Land Titles Office Registration Fee	Available upon request
Mortgage Stamp Duty	Available upon application (State Revenue Office Charge - Interstate only)
Land Titles Office Discharge Fee	Available upon request
Discharge of Mortgage Fee	\$350.00 per Title.
Release of Family Guarantee	\$350.00 per Title.
Caveat Solicitors Fee Inc. GST	\$225.00
Caveat Registration and Withdrawal of Caveat	Available upon request
Variation/Consent to transfer	Available upon application
Repayment Pause	Free
Repayment Holiday	Free
Arrears Fee	\$20.00 Payable immediately if all or any part of a repayment is 10 days in arrears. A further Arrears Fee of \$20.00 is payable at the expiry of 30 days after the account falls into arrears if all or any part of the repayment remains in arrears.
Portability Fee	\$600
Premier/Rewards Package Home Loan Fee	\$350.00 per annum.

School Loans

Government Guaranteed School Loan	Available upon application An establishment fee is payable on the acceptance of the loan. This fee cannot exceed 0.25% of the loan amount. The maximum charge is \$250.00.
Unsecured School Loan	\$200.00 Establishment fee payable on acceptance of the loan.

Information Charges

Lodgement to access personal information	Free
Information retrieval and/or production	\$60.00 per hour (charged in 15 minute blocks) plus \$10.00 per retrieval of information stored offsite.

Head Office

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