

Fees and Charges

Effective 15 November 2021

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 Account	Pink Everyday Account	Money Market	Junior Saver	Retirement Plus	Student Starter
Account eligibility	Fee amount (\$)	All members except business	All members except business	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
Debit card monthly fee (current Home Loan account holders exempt)	2.00	✓	n/a	n/a	Free	✓	Free
Pink Debit card monthly fee (donated to McGrath Foundation)	1.00	n/a	✓	n/a	n/a	n/a	n/a
payWave Wristband	Free	Free	Free	n/a	Free	Free	Free
Debit card credit purchase (pen or PIN activated)	Free	Free	Free	n/a	n/a	Free	Free
BPAY® Payment	Free	Free	Free	Free	Free	Free	Free
Internet Banking Internal Transfer	Free	Free	Free	Free	Free	Free	Free
Phone Banking Transfer within the same membership	Free	Free	Free	Free	Free	Free	Free
Direct Credit	Free	Free	Free	Free	Free	Free	Free
Payroll Credit	Free	Free	Free	Free	Free	Free	Free
NAB Deposit Book	Free	Free	Free	Free	Free	Free	Free
Personal cheque (member written)	2.00	✓	✓	✓	n/a	✓	n/a
EFTPOS or Debit card purchase (PIN activated)	1.10	✓	Free	n/a	n/a	✓	Free
EFTPOS purchase with cash out	1.50	✓	Free	n/a	n/a	✓	Free
Direct Debit (Payment Service)	1.10	✓	Free	✓	Free	✓	Free
ATM withdrawal at any ATM (Debit card)*	1.50	✓	Free	n/a	Free	✓	Free
Overseas Debit & Credit card cash advance ATM withdrawal*	5.00	✓	✓	n/a	n/a	✓	Free
Internet Banking External Transfer	1.00	✓	Free	✓	Free	✓	Free
Electronic External Transfer (Payment Service)	1.00	✓	Free	✓	Free	✓	Free
Over the counter cash withdrawal	1.50	✓	Free	✓	Free	✓	Free
Over the counter cheque	6.00	✓	✓	✓	Free	✓	Free
Bank@Post withdrawal, cash advance or cash deposit	4.00	✓	✓	n/a	n/a	✓	Free
Bank@Post cheque deposit	2.00	✓	✓	n/a	n/a	✓	Free
Balance enquiry performed at any ATM*	1.25	✓	✓	n/a	Free	✓	Free
Periodic Payment Cheque issued	3.00	✓	✓	✓	n/a	✓	n/a
Staff Assisted Transfer (Contact Centre & in-store)	2.00	✓	✓	✓	Free	✓	Free
Early Withdrawal Fee	5.00	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	Matrimoney	Term Deposit	Personal Club Rewards / Personal MPower Rewards	Basic Offset Savings^^	Package Offset Savings**
Account eligibility	Fee amount (\$)	All members	All members	Engaged couples	All members	Club members ¹	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	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	Free
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
payWave Wristband	Free	n/a	n/a	n/a	n/a	✓	n/a	n/a
Debit card credit purchase (pen or PIN activated)	Free	n/a	n/a	n/a	n/a	✓	n/a	Free
BPAY Payment	Free	n/a	Free^	n/a	n/a	✓	Free	Free
Internet Banking Internal Transfer	Free	Free	Free	Free	n/a	n/a	Free	Free
Phone Banking Transfer within the same Membership	Free	Free	Free	Free	n/a	n/a	Free	Free
Direct Credit	Free	Free	Free	✓	n/a	✓	Free	Free
Payroll Credit	Free	Free	Free	✓	n/a	✓	Free	Free
NAB Deposit Book	Free	Free	Free	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	Free
EFTPOS or Debit card purchase (PIN activated)	1.10	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	Free
Direct Debit (Payment Service)	1.10	n/a	✓^	n/a	n/a	n/a	n/a	Free
ATM withdrawal at any ATM (Debit card)*	1.50	n/a	n/a	n/a	n/a	n/a	n/a	Free
Overseas Debit & Credit card cash advance ATM withdrawal*	5.00	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	✓	Free
Over the counter cash withdrawal	1.50	✓	✓	✓	n/a	n/a	✓	Free
Over the counter cheque	6.00	✓	✓	✓	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	Free (deposits only)	n/a	Free
Bank@Post cheque deposit	2.00	n/a	n/a	n/a	n/a	Free	n/a	Free
Balance enquiry performed at any ATM*	1.25	n/a	n/a	n/a	n/a	✓	n/a	Free
Periodic Payment Cheque issued	3.00	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	✓	Free
Early Withdrawal Fee	5.00	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.

Transaction fee rebates

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 deposits and loan	Maximum Rebate (per mth)
Between \$0 - \$4,999	Nil
Between \$5,000 - \$19,999	\$4
Between \$20,000 - \$49,999	\$8
Between \$50,000 - \$99,999	\$12
\$100,000 plus	\$27

The rebate is only payable on transactions generated on the Access account, Retirement Plus account, Money Market account and Bonus Saver account.

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

Eligible product	Rebate amount (per mth)
Low Rate Credit Card	\$2
Holder of current CGU Car or Home Insurance policy^	\$2

Transaction charges are applicable on all deposit and overdraft accounts and any transaction charges in excess of your allowances, as set out above and 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 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 / Pink Everyday Account)	\$2 per mth
Overdrawn Fee - charged on accounts that become overdrawn by \$50 or more in a calendar month. Charged last day monthly	\$10 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 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
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
Direct Debit Dishonour - when payment of a direct debit from your account is rejected. Charged on the day of the dishonour	\$25
Periodical Payment Dishonour - when payment of a periodical payment from your account is rejected. Charged on the day of the dishonour	\$20
Over the counter/Financial Institution cheque	\$6
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
Stop Payment - on a Financial Institutions cheque	\$15
Forced Payment - Member cheque or direct debit paid on insufficient funds	\$20
Retrieve cashing vouchers or any other document	\$20 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

Specially Requested Services

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

Foreign Currency Services	
Foreign Cash	The greater of 1% of the load/reload amount or \$10
Drafts	\$17.50
Overseas Telegraphic Transfer - this fee will be incurred again if any changes to the details are requested	\$30
Overseas Telegraphic Transfer - Australian dollars	\$50
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 Card, Debit Card and payWave Wristband

Low Rate Credit Card Annual Fee - is payable upon funding initially and is debited from the credit card account each anniversary	\$40
Low Rate Credit Card overseas credit card cash advance*	\$5
n0w Credit Card monthly fee	
> Limit of \$1,000	\$9
> Limit of \$2,000	\$14
> Limit of \$3,000	\$19
n0w Credit Card cash advance*	
> Domestic cash advance	\$3
> Overseas cash advance	\$5
Late Payment - charged each time the minimum monthly repayment is not met (excludes n0w Credit Card)	\$25
Replacement of Visa card or Wristband (within Australia)	\$12.50
Replacement of a Visa Card or Wristband (overseas)	\$55
Card Extraction Fee - urgent request to change the delivery method of card and or PIN mailers	\$45
Emergency replacement of a Visa Card or Wristband overseas	US\$175^
An administration fee applies if a replacement request is withdrawn	US\$50^
Visa chargebacks	\$25
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 SAUD

^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

Specially Requested Services (continued)

Copy of cheque or statements	
Copy or trace of cheque	\$20
eStatements available via Internet Banking	Free
Printed statements (already issued)	\$1.50 per page

Other Fees	
Large Cash Withdrawal - Is payable for store withdrawals in cash > \$5,000	0.15% of total amount
Deposits of coin	1.00% of total amount

Other Fees

Large Cash Withdrawals – is payable for store withdrawals in cash > \$5,000	0.15% of total amount
Deposits of coin (coin deposit limit of \$100 per day)	1.00% of total amount
Safe Deposit Box	
> Establishment Fee	\$30
> Small (130mm x 130mm)	\$30 p.a.
> Medium (260mm x 75mm)	\$40 p.a.
> Large (260mm x 260mm)	\$100 p.a.

Loan Fees & Charges

Processing Fee Applicable on all approved personal loans, car loans and Overdrafts (on each occasion)	\$195
PPSR Fee Applicable for all secured personal loans. Personal property security fee charged when security taken over a car	\$100
Application Fee applies at the time of application, to all secured non-package variable and fixed home and investment loans	
> First application includes the cost of the first standard valuation of one security only (and includes 2 splits)	\$600
> Loan variation – includes loan split requests, additional splits, loan top up on existing loan, substitution of security, loan re-fix fee and loan switches (loan switching to a different loan type).	\$250 per variation
> Solicitors preparation fee	At cost
> Additional valuation fee – the cost of having subsequent securities valued by third party	At cost
> Search fees	At cost
Construction loan upfront fee Includes application fee, inspection fees and draw-down fees throughout construction period. Legal fees are paid in addition to this and are at cost.	Non-package home loans \$1,500 Package home loans \$900

Loan Fees & Charges (continued)

Bridging loan upfront fee Includes application fee, one standard valuation and one legal fee for one property security. Additional valuation fees and legal fees are at cost.	\$1,500
Accelerator Package Application Fee Includes application, one standard valuation and one legal fee for one property security only. Additional valuation and legal fees may apply.	Waived
Accelerator Package Annual Fee Paid in advance. Initial fee included in total loan amount at settlement. Each annual fee thereafter is debited from the attached offset account	\$395 p.a.
New Car Loan and Car Loan Fee - Monthly account keeping fee	\$5
Green Loan/Home Improvement Loan Fee Monthly account keeping fee	\$10
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
Special Attendance Fee - Mortgage discharge	\$300 + at cost fees
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
Personal Overdraft Monthly Fee - For limits of \$1,000 or more	\$5 per month
Line of Credit Home Loan Line Fee	\$120 p.a. (\$30 payable per quarter)
Redraw	
> Internet (BPAY, Internal and External Transfers)	\$15 (Free on package home loans)
> Staff Assisted	\$30
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.
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