

Fees and charges

as at 1 February 2012

Transaction fees

EECU charges fees to recoup some of the significant costs incurred with providing transaction services. We offer a range of simple transaction plans with fee rebates structured to give financial recognition to members who support EECU in the form of loans or deposit accounts, or for those members who have limited capacity to meet the cost of transactions. Fees are charged to the member's Access Plus (S1) account at the end of each month. When determining eligibility for fee rebates, total savings and loan balances are calculated using the opening balances on the first day of the month.

Service fees

EECU charges fees for provision of some special services to members, where it would be inequitable for all members to subsidise an expensive service used by a limited number of members. Costs to EECU can be due to expenses incurred by EECU. A service fee is charged at the time you use the service and is listed separately in your statement. (Note: Service fees for SMS Account Alerts and Token Keys are charged at the end of each month). Certain service fees are waived for members aged under 21.

Exception fees

EECU charges fees for some 'exception' transactions where costs are incurred from our service providers (such as banks) and/or where significant staff time is involved in dealing with the matter. The fee charged by EECU is less than or equal to the costs incurred in providing the service.

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Transaction fees

Member categories

Personal

Personal plans are available for -

- adults;
- children (persons under 18 years of age);
- personal superannuation funds;
- family trusts; and
- unincorporated associations
e.g. a work based football tipping club.

Refer to the personal plan section to choose the plan that best suits your needs - for a flat monthly fee you can transact as you want.

Business

Business plan is available for –

- companies;
- incorporated bodies;
- partnerships;
- registered business names;
- corporate superannuation funds; and
- formal trusts (excluding family trusts).

Fee plan options

Personal plans

Choose an option which is suitable for you -

Investor	is designed for members who invest with EECU, but do not transact using EECU transaction cards (Visa Debit or rediCARD).
Direct Access	is designed for members who want a transaction card and prefer to manage their accounts electronically.
Branch Access	is for Gippsland members who want a transaction card but also want to transact at the Sale office on a regular basis.

Details of your current transaction plan are included on your periodic statement. You can change plans at any time by calling us on 1300 65 3328. The change will be effective for the month in which the request is made and will be reflected in your next statement.

Transaction fee rebates

Fee Rebate - personal and business

Rebate of plan fee of \$5.00 per month per first named account holder where there is -

- a mortgage loan (home or investment); or
- a rebate balance of \$25,000 or more which is the total balance of your:
 - deposit accounts (S & I) (excludes Direct Saver S10); and
 - non-mortgage loans: personal loans and overdrafts

Fee rebate – Limited personal only

Rebate of plan fee of up to \$7.00 per month per first named account holder where you -

- are aged under 21, or are full-time student at an Australian institution (annual renewal required before 31 March each year); or
- receive a mobility allowance or a Disability Support, Australian Aged or War Veterans pension which is directly credited to EECU accounts.

Tips for managing your transaction fees

There are several ways to reduce your transaction fees. The most obvious way is to consolidate your banking with EECU so that you enjoy a fee rebate under the EECU Transaction Fee Plans.

You might also consider these suggestions –

- Obtain cash when purchasing with EFTPOS.
- Where possible use EECU rediATMs located at either Melbourne or Sale office or other rediATMs located throughout Australia. To locate your nearest ATM in rediATM network we provide locator guides via our
 - Website
 - SMS
 - iPhone app

Refer to the ATM network page on our website for more information on these facilities.

- Reduce your total Direct Charge fees by making larger planned withdrawals when using ATMs other than rediATMs.
- Avoid cash advances using Visa at a bank.
- When overseas, try to pay for most purchases with your Visa Debit card. If you need local currency, consider taking a Cash Passport card with you (available from EECU).
- Minimise late payment fees by paying regular bills via direct debit (payments are automatic).
- Transfer funds or pay bills by Internet or Telephone banking.

Transaction fees

Transaction fee plans

✓ = Unlimited transactions and services per month		Personal plans			Business plan
		Investor	Direct Access	Branch Access ¹	Business
Plan fee per month		\$0.00	\$5.00	\$7.00	\$7.00
Facilities					
Access card	<i>Visa Debit card or rediCARD</i>	–	✓	✓	✓
Internet banking	<i>Netlink</i>	✓	✓	✓	✓
Telephone banking	<i>Telelink</i>	✓	✓	✓	✓
Regular statements		free	free	free	free
Deposits					
Direct credits	<i>Includes payroll</i>	✓	✓	✓	✓
Cash or cheque ²	<i>EECU office</i>	✓	✓	✓	\$2.50 ⁴
Cash or cheque ³	<i>National Australia Bank branches</i>	✓	✓	✓	\$5.00 ⁴
Cash withdrawals					
EFTPOS with cash		–	✓	✓	✓
ATMs - EECU, other rediATMs		–	✓	✓	✓
ATMs - Other Australian	<i>Excluding rediATM</i>	–	Direct charge	Direct charge	Direct charge
ATMs - Overseas	<i>Displaying Visa or Visa Plus logo</i>	–	\$5.00	\$5.00	\$5.00
EECU Sale office	<i>Over the counter</i>	\$2.50 ⁴	\$2.50 ⁴	✓	\$2.50 ⁴
Visa cash advances	<i>Australia or Overseas</i>	–	\$5.00	\$5.00	\$5.00
Purchases or payments					
EFTPOS, no cash	<i>Purchase</i>	–	✓	✓	✓
Visa Debit 'press credit'	<i>Purchases or payments</i>	–	✓	✓	✓
BPAY®	<i>Payment</i>	✓	✓	✓	✓
Direct debit	<i>Payment</i>	✓	✓	✓	✓
Periodic payments	<i>To other Australian financial institutions</i>	\$1.00	\$1.00	\$1.00	\$1.00
Transfers					
EECU internal	<i>Netlink, Telelink or periodic payment</i>	✓	✓	✓	✓
External - to other Australian financial institutions	<i>Netlink only</i>	✓	✓	✓	✓
Loan redraw	<i>Netlink, Telelink</i>	✓	✓	✓	N/A
Table notes					
¹ Branch access available at Sale office only		³ Only \$A cash and cheques accepted			
² \$A cheques only. Fee applies for other cheques (see Service Fees)		⁴ Per transaction			

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Important information

The fees and charges brochure should be read in conjunction with EECU's General Information and Terms and Conditions brochures, available from our website or an EECU office.

EECU reserves the right to change any of the fees and charges detailed in this brochure and refers members to the Variation of Terms and Conditions section of the General Information and Terms and Conditions brochures. Members will be notified in writing in accordance with the relevant terms and conditions in the event of any change.

Exception fees

Direct entry	fee
Dishonour.....	\$9.00
Insufficient funds but paid	\$9.00
Direct debits received through the member chequing system (incorrect BSB number)	\$9.00
Deposits	
Dishonour of foreign currency cheque	\$9.00
Dishonour of Quick Deposit	\$9.00

Cheques	
Dishonour.....	\$9.00
Insufficient funds but paid	\$9.00
Other fees	
Non-approved overdraw or exceeding overdraft limit by more than \$100.....	\$9.00

Service fees

Visa Debit/rediCARD	fee
Replacement - standard	\$10.00
Replacement - express	\$40.00
Registered post overseas	\$15.00
Visa emergency replacement card or cash.....	\$250.00
Copy or retrieval of Visa voucher.....	\$30.00 [#]
Visa chargeback.....	\$30.00 [#]
Withdrawals	
Emergency withdrawal at other Australian credit union	\$10.00
RTGS - same day funds transfer within Australia	\$25.00 [^]
Deposits	
Special clearance of deposited cheque.....	\$25.00
Foreign currency cheques/travellers cheques	
– recourse under AUD \$50	\$5.00 ^{**}
– recourse over AUD \$50	\$20.00 ^{**}
– on collection	\$20.00
International Money Transfer.....	\$12.00
Bagged coin over \$100 (Business accounts only).....	\$5.00
Unbagged coin over \$100	\$20.00
Transfers	
Staff assisted transfer - to/from account	\$2.50
Direct entry	
EFT investigation or trace.....	\$25.00 [#]
Recalls.....	\$50.00 [#]
BPAY	
BPAY investigation or trace.....	\$10.00 [#]
Error correction	\$20.00 [#]
Document retrieval	
Copy of statement (per statement)	\$5.00
Copy of transactions listing form EECU	\$2.00
NAB voucher retrieval.....	\$25.00 [#]
Retrieval of documents from archive.....	\$25.00 [#]
Personal cheques	
Book of 25 cheques	\$15.00
Book of 100 cheques.....	\$60.00
Stop payment (Note: if cheque is presented, dishonour fee will also apply)	\$20.00
Copy, retrieval or trace of cheque - manual	\$25.00 [#]
Copy, retrieval or trace of cheque - electronic.....	\$10.00 [#]

Bank cheque	fee
Provision of bank cheque	\$20.00
Stop payment of bank cheque	\$35.00
Replacement (stop and reissue)	\$45.00
Repurchase	\$40.00
Corporate cheques	
Provision of EECU corporate cheque.....	\$7.00 [^]
Replacement	\$25.00
Copy, retrieval or trace of cheque	\$25.00 [#]
Travel services	
Cash Passport card - initial	} 1% of total amount (min \$15.00/ max \$50.00)
Travellers cheques - Foreign or AUD	
Foreign cash	1% of total amount (min \$5.00/ max \$50.00)
Cash Passport card - reload (staff assist)	\$2.50
Cancellation of Travel Services order	\$25.00
International Money Transfer	
– Foreign	\$30.00
– AUD	\$50.00
Trace/stop/re-issue of International Money Transfer	\$25.00
Draft - Foreign or AUD	\$25.00
Stop payment of draft	\$25.00
Buyback/repurchase of draft	\$25.00
Draft investigation or trace	\$25.00
Other fees	
Audit request	\$25.00
Company/Business name search.....	\$25.00
SMS account alerts message.....	\$0.25
Security Validation - initial Token Key.....	\$25.00
Token Key service fee - per month.....	\$1.00
First replacement Token Key within 12 months of 1st issue	Free
Subsequent replacement Token Key within 12 months	\$25.00
Dormancy fee - per annum	\$25.00

[#] fee refunded if error found

^{*} excludes Travelex Travellers Cheques

[^] excludes loan settlements

[†] exemption applies for member under 21 years of age

How to avoid or minimise Exception & Service fees

- Have your salary credited to the same account as the one which has your direct debits or personal cheques.
- Consolidate your accounts to keep track of your funds more easily.
- Use Netlink – Internet Banking or Telelink – Telephone Banking services to check account balances or transfer funds and avoid dishonour and overdrawn account fees.
- Apply for an overdraft facility to cover 'accidental' over limit incidents.
- For direct debits you can establish an account hierarchy where the system will check for available funds in several accounts, in the priority you nominate.
- Only have one cheque book for an account, even if more than one person is operating the account. This makes it easier to keep track of the account balance and avoids fees for dishonoured cheques.
- If you stop payment of a cheque ensure that you advise the recipient to withhold deposit of the cheque otherwise the cheque will be dishonoured at considerable expense to you and the recipient.
- Save the cost of personal cheques. Pay bills using –
 - o Visa
 - o BPAY
 - o direct debit
- Keep your plastic cards in a secure place and away from magnets (which damage them) to avoid card replacement fees.
- Retain your statements for taxation purposes as fees apply for replacements.