

General Service Fees

As at 19 December 2018



Withdrawal Transaction Fees		
Fee Name	Fee Description	Fee Amount
Agency Cash Withdrawal	Payable whenever a cash withdrawal is processed at a PCU agency.	\$2.50
rediATM Cash Withdrawal	Payable whenever a cash withdrawal (using savings or cheque option) is processed via a rediATM within Australia.	\$1.25
Automated Internal Transfer	Payable whenever an automated transfer is processed (incl. ATM transfer, Periodical Payment).	\$1.00
Cheque Encashment	Payable whenever we cash a cheque on your behalf.	\$2.50
Direct Debit Withdrawal	Payable whenever we process a direct debit withdrawal transaction.	\$1.00
EFTPOS Withdrawal	Payable whenever a withdrawal fee is processed via EFTPOS.	\$1.19
Bank@Post	Cash withdrawal fee applicable whenever cash is withdrawn at an Australian Post Outlet.	\$3.00
Manual Internal Transfer	Payable whenever a transfer is processed by a PCU staff member.	\$2.50
Member Cheque Withdrawal	Payable whenever we process a Member cheque withdrawal transaction.	\$1.25
Visa 'Debit' Purchase	Payable when a purchase is made using a Visa Debit card.	\$0.96

Transaction Fee Rebates

All Members are eligible to receive a Transaction Fee

Rebate of up to \$30.00 per month toward transaction fees incurred on the withdrawals detailed above during the calendar month.

Borrowings

Borrowers are eligible to receive rebate levels 3 and 5 – regardless of outstanding balance – for personal loans and home / investment loans respectively.

Savings / Investment

Active account holders of a savings or investment product are eligible to receive a rebate – of which there are five (5) levels – your qualification for which, depends on the minimum monthly balance. The following table details each rebate levels minimum monthly balance and corresponding rebate amount:

Rebate Level	Min. Monthly Balance	Monthly Rebate
Level 1	\$10,000 or more	\$5.00
Level 2	\$50,000 or more	\$10.00
Level 3	\$100,000 or more	\$15.00
Level 4	\$175,000 or more	\$20.00
Level 5	\$250,000 or more	\$30.00

Rebate Level Assessments

Your combined savings / investment balance are assessed separately at the end of each month, from which the minimum monthly balance during that month is determined. They are not added together and assessed as a total savings / investment balance. Your savings / investments balances are assessed separately each month, so you have the chance to qualify for a higher rebate level on a monthly basis.

Things to note

Transaction Fee Rebates don't apply to the following accounts: Christmas Club (S2), extralite Credit Card (S9), Mortgage Offset (S14), SoLo Credit Card (S19), Better Offset (S37), and My Limit Prepaid Visa Account (S29).

Rebates don't apply to withdrawals made on an iSavings Account (S12) that are charged a withdrawal transaction fee. Members aged ≤24 or over ≥60 automatically receive rebate level 2 benefits. The offer is valid for Members who've not turned 25 or have turned 60 by the last day of the month preceding the billing period.

Monthly rebates are calculated on each calendar month and commence on the first day of each month. No credit is given for 'unused' rebates, and rebates aren't cumulative or transferable. All withdrawal transaction fees are charged on the final day of the month in which the transactions occurred.

Police Credit Union Ltd

17-23 Carrington Street Adelaide PO Box 6074 Halifax St PO SA 5000

p: 1300 131 844 f: 08 8208 5789 w: policecu.com.au

AFSL/Australian Credit Licence 238991 BSB 805 005 ABN 30 087 651 205

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How to use your rebate

Type of transaction	Cost per transaction
Internet Banking ¹	Unlimited FREE transactions!
IVY Phone Banking	
BPAY®	
Deposits ²	
ATM balance request	
Branch cash withdrawals	
Visa Credit purchase (SoLo & extralite)	
Visa Debit purchase	\$0.96
EFTPOS	\$1.19
Direct Debit	\$1.00
Periodical Payment / ATM Transfer	\$1.00
rediATM ³	\$1.25
Member Cheque Withdrawal	\$1.25
Manual Internal Transfer	\$2.50
Bank@Post / Agency ³	\$3.00

How to avoid or reduce fees

If you have credit cards, home loans, personal loans or deposits with another financial institution, switch to PCU and you could save!
Consider a Visa prepaid, SoLo Visa credit card or extralite Visa credit card.
Increase the balance of savings / investments you have with us to access a higher rebate level.
You can access over 3,000 rediATMs nationwide for just \$1.25 per transaction, which can be offset against any eligible rebate.
Switch your payroll to PCU. This free service automatically splits your pay into as many PCU accounts as you like, saving you time on transactions.
Combine EFTPOS purchases with cash out and do two transactions for \$1.19, which can be offset against any eligible rebate.
Plan the way you transact. Check your statement or call us on 1300 131 844 for a breakdown of fees and we can help you to minimise them.

¹Free online transactions don't apply to international transfers facilitated by Western Union. ²Excludes cheque deposits on business accounts. ³Applies to cash withdrawals. Under ATM Direct Charging, the use of all non-rediATMs attracts a \$0.50 access fee which is not included in the transaction fee rebate - see below.

General Transaction Fees		
Fee Name	Fee Description	Fee Amount
Non-rediATM Access	Payable whenever a cash withdrawal (using savings or cheque option) is processed via a non-rediATM within Australia. This does not include the Direct Charge Fee.	\$0.50 per withdrawal
Manual BPAY® Processing	Payable whenever a BPAY® payment is processed by a PCU staff member.	\$2.00
Farm Management Deposit	Payable at the time of transaction: Deposit fee Early withdrawal application fee	\$20.00 \$20.00
Irrevocable Funds Transfer - SWIFT	Payable upon transfer of funds within Australia via Credit Union Services. NB: Charged at the time of transaction.	\$15.00 (inbound) \$30.00 (outbound)
Quick Debit Transaction	Payable whenever a QuickDebit direct debit from another financial institution is made.	\$0.30
iSavings Withdrawal	Payable whenever a transfer or withdrawal is processed by a PCU staff member for an iSavings account. (Age concession does not apply).	\$2.00

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My Limit Prepaid Visa Transaction Fees		
Fee Name	Fee Description	Fee Amount
Visa Purchase	Whenever a Visa purchase is made using a My Limit Prepaid Visa card.	Free
EFTPOS	Payable whenever a withdrawal is processed via EFTPOS using a My Limit Prepaid Visa card.	\$1.00
In-Branch Withdrawal	Whenever a cash withdrawal from a My Limit Prepaid Visa card is processed at a PCU branch.	\$1.00
Direct Debit Withdrawal	Payable whenever we process a direct debit withdrawal transaction from a My Limit Prepaid Visa.	\$1.00
ATM Withdrawal	Payable whenever we process a cash withdrawal via an ATM from a My Limit Prepaid Visa.	\$1.00
Manual Internal Transfer	Payable whenever a transfer from a My Limit Prepaid Visa is processed by a PCU staff member.	\$1.00
Bank@Post	Payable whenever we process a cash withdrawal via Bank@Post from a My Limit Prepaid Visa.	\$3.00
Card Issue Fee	Payable whenever we issue a 'My Limit Prepaid Visa' card (incl. new, renewals, replacements).	\$10.00

Travel and International Transaction Related Fees		
Fee Name	Fee Description	Fee Amount
Cash Passport	- Initial activation or reloading of a Cash Passport in a branch	\$10.00
	- Closing a Cash Passport card and cashing out the balance to a nominated account	\$10.00
Bank Drafts	- Selling a Foreign Exchange draft	\$10.00
	- Tracing a draft	FREE
	- Stopping a lost or stolen draft or obtaining a copy of a draft issued by PCU	\$25.00
Telegraphic Transfers	- Sending Foreign Currency to an overseas account	\$25.00
	- Sending AUD to an overseas account	\$45.00
	- Inward Telegraphic Transfer (foreign currency)	\$10.00
	- Inward Telegraphic Transfer (AUD)	\$15.00
	- Tracing a Telegraphic Transfer	\$50.00
	NB: Payable when Member supplied information is found to be incorrect.	
	- Tracing a Telegraphic Transfer	\$80.00
	NB: Payable when found that funds have been received by the beneficiary.	
Foreign Cheques	- Depositing foreign currency cheques and drafts	\$50.00
	- Bill for collection to negotiate to a foreign document	\$55.00
Foreign Currency	Selling or buying foreign currency bank notes.	\$10.00

Cheque Fees		
Fee Name	Fee Description	Fee Amount
Corporate Cheques, Periodical Payments, Bulk Payees	A fee on all PCU cheques drawn on behalf of the Member.	\$5.00
Corporate Cheques Stop Payment	A charge for placing a stop on an unrepresented corporate cheque. Payable per cheque, and charged at the time of the stop payment.	\$20.00
Member Cheque Copy	Charged when Member requests a copy of a cheque.	\$45.00
Member Cheque Search	Charged when Member requests a search on a presented cheque.	\$45.00
Member Cheque Book	Cost for printing and posting out a Member cheque book. Charged when a Member cheque book is ordered.	\$15.00

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General Service / Admin Fees		
Fee Name	Fee Description	Fee Amount
Paper Statement	Payable and charged at the end of the month, in which we issue a periodic or ad-hoc paper statement of account (Excl. Members aged ≤14 years old, and ≥60 years old).	\$2.00
Inactive Account	Payable whenever there has been no transaction other than interest and government charges on your account for 12 months. Charged annually.	\$30.00
Signature Verification	Charged when Member performs withdrawal over the counter without sufficient identification.	\$5.00
Recall	Payable whenever a "Stop Payment on Electronic Transfer" is processed.	\$65.00
Funds Recall	Payable whenever funds transferred from a PCU account to an external party are recalled as a result of incorrect account information being provided.	\$25.00
Safe Custody	Payable whenever documents are lodged for safe custody, annually thereafter or upon request to access packet. - Access Fee (charged per request) - Annual - Lodgement	\$5.00 \$10.00 \$20.00

Visa Card Replacement and Cash Advance Fees (incl. Emergency Provision)		
Fee Name	Fee Description	Fee Amount
Visa Credit Cash Advance	A fee is charged when cash is withdrawn at an ATM or over the counter at an outlet within Australia or overseas or a funds transfer to another account held by a Member or a third party with us or another financial institution.	\$4.00
Visa Debit Cash Advance	A fee is charged when cash is withdrawn at an ATM or over the counter at an outlet overseas.	\$4.00
Visa Lost / Stolen Card Report	Fee charged by Visa International and passed onto Member.	\$50.00
Visa Card Replacement	A fee charged for replacement of a lost, stolen or damaged card. Charged at the time of ordering the card.	\$10.00
Emergency Visa Card Replacement	Payable whenever PCU staff process an emergency request to replace a Visa card. NB: Applicable registered post costs may be added to this fee if required.	\$30.00
Visa Debit Emergency Card Replacement	Fee charged by Visa International and passed onto Member.	\$250.00
Emergency Visa Cash Advance	Fee charged by Visa International and passed onto Member.	\$300.00
Visa Decline Fee for Cash Advance / Emergency Card	Fee charged by Visa International and passed onto Member.	\$80.00

Investigative & Information Provision Fees		
Fee Name	Fee Description	Fee Amount
Voucher / Document Search	Payable whenever we search for a Member Voucher / Document at your request. Fee includes branch, BPAY® and Bank@Post. Charged at the time of the search, per voucher requested.	\$20.00
Visa Voucher Retrieval	A fee for searching for a copy of a Visa voucher (per voucher).	\$20.00
Visa Chargeback	A fee for charging back a merchant for a Visa transaction on your behalf.	\$25.00
Visa Arbitration, Compliance & Good Faith Requests	A fee charged where a 'Visa Chargeback' is represented and at your request the associated dispute is escalated for Visa's arbitration and/or compliance review.	\$20.00

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Statement / Document Copies	A fee is charged for copies of statements and documents less than 12 months old. Charged at the time of issue.	\$2.00 per page
Statement Retrieval	Payable per statement, whenever at your request we retrieve and provide you with a copy of a statement in excess of 12 months old. NB: Charged at time of issue.	\$10.00

Early Withdrawal Fees		
Fee Name	Fee Description	Fee Amount
Christmas Club (S2)	Members can access funds from 1 November to 31 January without being charged. Withdrawals outside of these dates will be charged.	\$10.00
Fixed Term Deposit Early Redemption Penalty	An early withdrawal penalty of a 50% reduction of the total interest earned on the amount to be withdrawn applies to all early withdrawals from a Term Deposit account. Charged at the time of redemption.	50% of accrued interest

Additional Fees Applicable to Business Accounts		
Fee Name	Fee Description	Fee Amount
Cheque Deposit	A fee payable for each cheque deposited.	\$0.50

Honour / Dishonour & Overdrawn Account Fees		
Fee Name	Fee Description	Fee Amount
Account Sweeping	Payable whenever we transfer funds from one of your accounts to another (other than on your instructions) to cover payment arrears of amounts overdrawn. Charged at the end of the month.	\$5.00
BPAY®	Future Dated Payment rejection fee. Charged at time of transaction.	\$5.00
Declined Transaction	A fee for declined transactions (first 2 per month are free).	\$1.00
Demand	Payable whenever we send you a notice demanding that you remedy a default under your savings account.	\$50.00
Overdrawn Transaction	Payable whenever, at the end of any business day on which a transaction (other than for fees) has been debited to your account, the closing debit balance of the account is more than \$50.00 overdrawn. Charged the next business day.	\$15.00
Credit Card Late Payment	Payable whenever your repayments become in arrears by 21 days or more. - Payable on the 21st day - Payable on the 35th day	\$15.00 \$25.00
Bank@Post	Deposited cheque dishonour and administration fee. Charged at the time of the notification.	\$30.00
Periodical Payment / Easy Pay Rejections	If a periodical payment is not made due to lack of funds 5 consecutive times, a fee is charged on the fifth attempt. Charged at the time of the rejection.	\$10.00
Written Notice Fee	Payable whenever we send you a notice that your account is overdrawn.	\$25.00
Honour / Dishonour	Charged if there are insufficient cleared funds available to process the transaction, or where, despite the insufficient cleared funds, we honour your transaction. Charged at the time of honouring / dishonouring. - Direct Debit, Member Cheque, and QuickDebit dishonours - Direct Debit Honour - Member Cheque Honour	\$15.00 \$10.00 \$15.00 per cheque