

Schedule of Fees and Charges

1 May 2018

Why your Bank has Fees and Charges.

As a Mutual it is Bank of Heritage Isle's policy to minimise our fees and charges while at the same time ensuring our Members continue to receive the best possible financial services at the lowest possible cost. Some of the Bank fees and charges are not initiated by the Bank and are unavoidable if we wish to continue providing a high level of member services.

A variety of other charges are initiated by our clearing agency which cover their processing costs.

We have always attempted to keep our fees at a minimum and offer our Members ways to avoid or minimise the majority of fees. A list of our fees and charges follows:

How to Avoid or Minimise fees.

If you carefully manage your accounts you will be able to avoid or minimise your transaction fees. The following will assist you to achieve this:

1. Use the RediATM Network for all ATM withdrawals and balance enquiries.
2. Avoid Foreign and non-RediATMs by using Internet or Mobile Banking services prior to withdrawals.
3. Arrange for direct debit or use BPAY to pay your bills or insurance premiums
4. Use our Internet Banking, Mobile Banking (Connect App) or Branch services wherever possible.
5. Transfer from S1 to avoid S8 outward direct entry fee.

Fee Type	Transactions Free	Charged for	Cost	When charged
Fees Applicable to Transaction Accounts (Applies to S1, S2, S3, S5, S6, S7, S8, S10). For other fees that may apply refer to the Miscellaneous section overleaf.				
Service Fee applies to Members over 18 years and under 65 years	N/A	All	\$6 per member	End of month
Cheque Deposits (per month)	Up to 5	Over 5	.40c per item	End of month
Periodical Payments – To avoid this fee you could use direct debit, BPAY, Visa Card or set up through internet banking.	None None	All All	\$4 per applic \$2 per alter	At request At request
Rejected Payment Fee – This is charged when you have authorised a payment from your account and there are not enough funds in your account to cover the payment or the payment details are incorrect or incomplete. You can avoid this fee by ensuring there are enough funds in the account, the day prior to the day that you have instructed the payment to be debited and all details of payment are complete and correct.	None	All	\$15 per rejection	At rejection
EFT/BPAY Trace/Recall of Funds Fee – This fee is charged, when you have requested a trace or recall on funds, on Electronic Funds Transfer or Bpay transaction. To avoid this fee, always check details of the transaction prior to sending funds. This fee will be charged, irrelevant of whether the funds are successfully recalled.	None	All	\$15 per trace/ recall	At request
Direct Debits processed through the Direct Entry System on S8 external transfers.	None	All	.85¢	End of month
Direct Debit Rejection – This is charged when an authorised direct debit is rejected because there are not enough funds in your account. You can avoid this fee by ensuring there are enough funds to cover payments.	None	All	\$15 per rejection	At rejection
Overdrawn Account (without prior arrangements) – To avoid this fee please ensure you always have sufficient funds in your account to meet your payments.	None	All	\$20	At occurrence (daily until adjusted)
Dormant Account – To avoid this fee please respond when we advise you that your account may be transferred to dormancy.	Member closed	Bank of Heritage Isle closed	\$20	On closure
Transaction Voucher Search Request – This is charged when you request information on a transaction that has gone through your account. You can avoid this fee by keeping good records of your transactions.	None	All	\$10 per request or \$50 per hour if over 1 hour	At request

Loan fees (Applies to Secured & Unsecured Loans)		
Establishment Fee Mortgage Loan	\$500 max	Range \$50 to \$500
Establishment Fee Personal Loan	Up to 30k over 30k	Range \$50 to \$250 on application
Late Payment Fee	\$30	Charged on occurrence
Loan Variation Fee	\$300	Charged on approval
Loan Service Fee	\$8 per loan	Charged end of month
In addition to above, the following fees apply to Secured Loans		
General Consent	\$110	Charged on occurrence
Progress Payment	\$55	Charged when disbursed
New Loan Settlement	\$150	Charged on settlement
Mortgage Discharge Fee	\$250	Charged on occurrence
Property Inspection	\$50	Charged on occurrence
Prepare Mortgage	Up to \$350	Charged on preparation
Partial Release of Security	\$250	Charged on release
Substitution of Security	\$350	Charged on approval
Prepayment – Fixed Rate Loan	Up to 2% over unexpired term TBA on applic.	Charged on occurrence
Personal Overdrafts		
Establishment/Increase	\$500 max	Range \$50 to \$500
Annual Renewal	\$100 max	Range \$50 to \$100
Temporary Overdraft	\$35 \$125	Up to 30 days 31 to 91 days
Business Loans / Overdrafts		
Establishment/Increase/Renewal	Up to \$500	\$50 to \$500
Performance Guarantees – for supporting contracts 2% of \$ amount, min \$250 initial fee annually thereafter.		

Save ▶ Borrow ▶ Invest

Fee Type	Transactions / services free	Charged for	Cost	When charged
Transactions				
Internet Banking	All	None	FREE	N/A
Mobile banking (Smartphone)	All	None	FREE	N/A
Over The Counter Transactions (cash withdrawals, cash deposits, transfers, Bpay)*	All	None	FREE	N/A
Staff Assisted Transfer Fee – This is charged when Bank of Heritage Isle staff are required to complete transfers for you in order to manage your account or by phone/fax request. You can avoid this fee by using the above services and ensuring funds are available in the applicable account for any electronic debit that is lodged.	None	All	\$3 per transfer	At transfer
Statements				
Postal Statements. This fee is charged when receiving statements via Australia Post, to avoid this fee, electronic statements can be provided free of charge.	N/A	Postal Statement each quarter	\$3	Each Quarter (Mar, Jun, Sep, Dec)
E-statements (accessed through your Internet Banking Login)	All	None	FREE	N/A
Statement Replacement – Statement Replacement Fee will apply when a statement has been reproduced; e.g. fax statement, over the counter request. To avoid this fee, retain all statements, extract interim statement via internet banking.	None	All	\$3 per statement	At request
Miscellaneous (applies to all account types)				
Unsorted/unbagged coin in excess of \$100 – To avoid this fee, count and sort coin prior to lodging funds for deposit.	None	All	\$5 per \$'00	At request
Certificate of Balance/Audit Certificate	None	All	\$20	At issuance
Dishonour Fee – cheques deposited – This is charged when a cheque you have deposited is dishonoured.	None	All	\$15 per dishonour	On notification
Safe Custody Packet	None	All	\$15 per packet	Initially & Annually
Safe Custody Box	None	All	\$80 per box	Initially & Annually
Withdrawals for Non-Members (interstate/intrastate Mutual Banks, conditions apply)	None	All	\$10 per transaction	At request
Visa Card Facility (Applies to the S1 account, where Visa facility is attached)				
Replacement Visa Card – Local.	None	All	\$20 per replacement	On request
Replacement Visa Card – Overseas.	None	All	\$350 per replacement	On request
Sales Voucher Search – To avoid this, keep receipts to check against your statement.	None	All	\$20 per request	On request
Chargeback	None	All	\$25 per transaction	At transaction
Visa Debit Foreign Currency Transaction Fee	None	All	3% of transaction value in AUD	At transaction
Overseas Lost/Stolen Reporting	None	All	\$50	At report
Emergency Cash Request – Overseas.	None	All	\$350	At request

*Excludes outward direct debits from S8

Fee Type	Charged for	Cost	When charged	
Member Chequing Facility - Applies to the S1 account where cheque facility is attached				
Corporate Cheques				
Cheque Book Fee – Applies to each cheque contained in any cheque book we provide to you to operate your account. The fee is debited to your account when the cheque book is automatically ordered, prior to delivery of your cheque book. Cheque book sizes available are 25, 50, 100 and 200.		33 cents per chq	On automatic re-order	
Interim cheque book – preparation (maximum 25 cheques)	All	\$10 per book	On issuance	
Stop payment on cheque request	All	\$10 per item	On request	
Dishonoured member cheque – Charged when you do not have enough funds to cover cheque. To avoid it you should keep track of your balance and ensure you have sufficient funds at all times.	All	\$15 per chq	At rejection	
Member chequing search –	Image record of client	All	\$20 per request	On request
	Destination trace	All	\$50 per request	On request
Corporate cheque – This fee applies to cheques Bank of Heritage Isle draws for you such as cheques to pay bills. You can avoid this fee by applying for a Member chequing facility.	All	\$10 per chq	At request	
Corporate cheque stop payment request.	All	\$10 per chq	At request	
Stale Corporate cheque replacement.	All	\$10 per chq	At request	
Special clearance – cheque deposited.	by post	All	\$20 per chq	At request
	by courier	All	\$50 per chq	
Destination trace – Corporate cheque.	All	\$45	At request	
Provision of bank cheque	All	\$15 per chq	On issuance	
Fixed Term Deposit (applies to all "I" accounts)				
Early Redemption – When you withdraw from your deposit prior to maturity.	All	Up to a maximum of 3% penalty interest	At redemption	
Foreign Exchange Services				
Wire (Telegraphic Transfer - Foreign Currency) Wire (AUD Dollars)	All	\$40 per transfer	At transfer	
	All	\$50 per transfer	At Transfer	
Overseas draft.	All	\$15 per draft	On issuance	
Stop Payment – Overseas draft.	All	\$10	At request	
Multi Currency Cash Passport Cards (For full details of fees and charges please refer to the Cash Passport Product Disclosure Statement).	All	\$15 minimum or 1.1% of purchase	At purchase	
New applications + reloading of card.				
Foreign Cash.	All	\$20 minimum or 1% of purchase	At purchase	
Negotiation of Foreign Currency Cheque <\$2,000	All	\$10 per cheque	At request	
Negotiate > AUD\$2,000 Cheque drawn on foreign bank – To avoid this fee, organise for foreign payments to be sent electronically via the SWIFT system.	None	\$50 per cheque (does not include other foreign bank charges)	At request	
Swift Transfer – This fee is charged when you receive or send a transfer via the Swift System.	None	\$15 per payment	At deposit	



Bank of Heritage Isle is a division of Police Bank Ltd. ABN 95 087 650 799. AFSL/Australian Credit Licence No. 240018. 25 Pelican St, Surry Hills NSW 2010.

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