

# Supplement to the Fees & Charges Document

Dated 30 September 2024 – Effective 26 November 2024

People's  
Choice

Banking for life

## About this Document

This Supplement to the Fees & Charges Document (**Supplement**) is issued by Heritage and People's Choice Limited ABN 11 087 651 125, AFSL and Australian Credit Licence 244310 trading as People's Choice Credit Union (the **Issuer**). This Supplement updates and amends the **Fees & Charges Document dated 5 July 2024 (Fees & Charges)** and must be read in conjunction with the Fees & Charges. The Fees & Charges remain in full force, except to the extent amended by this Supplement.

Words and expressions defined in the Fees & Charges are taken to have the same meaning in this Supplement.

## Amendments to the Fees & Charges

This Supplement makes the following changes to the Fees & Charges, effective 26 November 2024:

- Under the heading "Auto Transfer Order" in the "Service Fees" section, the electronic payment is amended by deleting the struck through words and adding the underlined words as follows:

~~Electronic ..... \$1.50  
per payment on first successful payment~~

*Applies for each staff assisted external electronic payment debited from your account, including staff assisted transfers to a Heritage account.*

*Applies as a fee on establishment of each new staff-assisted external electronic payment. Includes staff assisted transfers to a Heritage account. Where the staff-assisted transfer is a recurring payment or debit, the fee will only apply to the first successful transfer (and will not apply to subsequent recurrent transfers), unless the recurring payment is amended.*

- Under the heading "Direct Debits" in the "Service Fees" section, the Inward Direct Debit Dishonour fee is removed by deleting the struck through words as follows:

~~Inward Direct Debit Dishonour ..... \$15.00~~

*Applies for member initiated direct debits dishonoured by another Financial Institution or by Heritage. Charged on the day the direct debit is dishonoured.*

- Under the heading "Direct Debits" in the "Service Fees" section, the Direct Debit Chargeback fee is removed by deleting the struck through words as follows:

~~Chargeback ..... \$30.00~~

*Applies when there is an attempted debit from a cancelled Visa Gard. Charged on the day of the attempted debit.*

- Under the heading "Statements" in the "Service Fees" section, the Replacement Interest Statement fee is removed by deleting the struck through words as follows:

~~Replacement Interest Statement ..... \$10.00  
per interest summary~~

*Applies when you request us to provide a copy of an interest statement that has already been issued. Charged at the time the statement is requested.*

- In the "Foreign and Australian Exchange charges" section, the Foreign Currency Documents and the Foreign Currency Documents on Collection fees are removed by deleting the struck through words as follows:

~~Foreign Currency Documents~~

~~(Maximum AUD \$10,000) ..... \$15.00  
per item~~

*Applies each time you deposit drafts, cheques or negotiable instruments from an overseas financial institution or request us to purchase overseas drafts, personal cheques or negotiable instruments up to a maximum of AUD \$10,000 value.*

~~Foreign Currency Documents on Collection ..... \$50.00  
per item~~

*Applies each time you deposit drafts, cheques or negotiable instruments from an overseas financial institution or request us to purchase overseas drafts, personal cheques or negotiable instruments over AUD \$10,000 and/or requiring collection prior to payment.*

- Under the sub-heading "Other Fees" in the "Loan Charges" section, the Top Up Fee is amended by adding the underlined words as follows:

~~Top Up Fee ..... \$400.00~~

*Payable when you request and we approve additional funds to your existing borrowings and there is no change to the security or borrowers. This fee does not apply if you have an active Basic Variable Home Loan product, Home Loan Package, Investment Loan Package or Line of Credit Package (refer to the Lending Terms & Conditions document for package eligibility criteria). A Break Cost fee will also apply where a 'Break Event' occurs. Refer to the Lending Terms & Conditions document for the definition of 'Break Event' and for details of how a Break Cost fee is calculated.*

All other Terms & Conditions remain unchanged.

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# Fees & Charges

Effective 5 July 2024

Contains Fees & Charges for People's Choice Personal Transaction and Savings Accounts, Business Transaction and Savings Accounts, Loans and Access Facilities (including EFT Access Facilities). Fees & Charges for our People's Choice Term Deposit Accounts are not set out in this document and are contained in our People's Choice Term Deposit Accounts Terms & Conditions and Fees & Charges document. Accounts & Access Facilities Terms & Conditions, People's Choice Lending Terms & Conditions and your People's Choice Offer and Loan Contract.

People's Choice Credit Union, a trading name of Heritage and People's Choice Ltd ABN 11 087 651 125, Australian Financial Services Licence 244310 and Australian Credit Licence 244310. Heritage and People's Choice Ltd operates under the trading names "Heritage Bank" and "People's Choice Credit Union". In this document, People's Choice Credit Union is referred to as People's Choice and Heritage Bank is referred to as Heritage.

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## Third Party Charges

This document contains People's Choice's fees. Some third party and government charges are listed, however as third party and government charges are outside the control of People's Choice, we may pass on any new or amended third party or government charges at any time. We do not have to notify you beforehand, but must notify you as soon as practicable afterwards.

## Transaction Accounts

The fees for personal transaction accounts are outlined below.

### Transaction Account Transaction Fees

The transaction fees for personal transaction accounts are outlined below.

All our transaction accounts offer free and unlimited access to:

- All deposits (where account permits branch deposits)
- BPAY® payments<sup>^</sup>
- Branch withdrawals (where account permits branch withdrawals)
- Direct debits
- Internet and Phone Banking transfers including Osko® Payments<sup>#</sup>
- EFTPOS purchases and cash withdrawals
- ATM withdrawals<sup>\*</sup>
- Visa Debit Card 'credit' purchases
- Bank@Post withdrawals

<sup>#</sup>Staff assisted transfers may attract a fee. Details are outlined in the Auto Transfer Order section of Service Fees.

<sup>\*</sup>A withdrawal using the 'credit' account selection or accessing a Credit Card Account at any ATM will be treated as a cash advance and will attract a fee. Refer to the Visa Debit and Visa Credit Cards sections under Service Fees for further details including applicable fees.

### Fee charges

Fees for transactions not included in the free and unlimited access list as set out above are charged on a per transaction basis on the last day of each month excluding some service fees which are charged on occurrence.

Transactions performed using non People's Choice/non Heritage ATMs may be subject to a direct charge that will be levied by the ATM owner. The amount of the fee may vary at different ATMs and will be disclosed and charged at the time of performing the transaction. This fee is not payable to People's Choice or Heritage.

## Transaction Monthly Account Fees

The monthly fees for personal transaction accounts are outlined below.

### Everyday Living Account

All members aged from 12 years and over (excluding business members) are eligible to open this account.

Monthly administration fee ..... Nil

Unlimited and free access excludes branch withdrawals and branch deposits as these transactions are not permitted on the Everyday Living Account.

### Basic Everyday Living Account

Members aged from 12 years and over (excluding business members) who hold either a Seniors Concession card, Pensioner Concession card, Centrelink Health Care card or a Repatriation Health card (Department of Veterans' affairs) are eligible to open this account if we are also satisfied that they may have difficulty using a transaction account that can only be accessed electronically.

Monthly administration fee ..... Nil

### Everyday Account

All members aged from 12 years or over (excluding business members) are eligible to open this account.

Monthly administration fee ..... Nil

### Offset Account

All members with an eligible variable rate home loan with People's Choice are eligible to open this account.

Monthly administration fee\* (if linked to a loan#) ..... \$8.00

or (if not linked to a loan) ..... \$6.00

Charged to your applicable account on the last day of each month.

\*This is a lending administration fee and will be charged to your loan account on the last day of each month. Only one fee will be charged per loan if multiple Offset Accounts are held and are linked to the eligible loan. Please refer to the Ongoing Fees section of Loan Charges.

#Loan must be drawn down.

### Zip Account (not available for new business)

Monthly administration fee ..... Nil

### Activate Account (not available for new business)

Monthly administration fee ..... Nil

## **Club 55 Account** (not available for new business)

Monthly administration fee ..... Nil

## **Line of Credit** (not available for new business)

This section applies only to the Line of Credit account.

Monthly administration fee\* ..... \$8.00

Charged to your account on the last day of each month. The Monthly administration fee will not apply for as long as you continue to have an active Home Loan Package.

\*This is a lending administration fee. Please refer to the Ongoing Fees section of Loan Charges.

## **Credit Card Accounts**

The transaction fees for Credit Card Accounts are outlined below.

### **Visa Credit Card**

This section applies to the Visa Credit Card.

Annual Visa Credit Card Fee\* ..... \$59.00 per account

Charged within a month of the account opening and then annually on the anniversary of the account opening month. This fee does not apply if you have an Activate Account and are under 25 years of age<sup>#</sup>. The fee also does not apply if you have an active Home Loan or Line of Credit<sup>~</sup>, Financial Planning Relationship<sup>^</sup> or One to One Relationship.

\*This fee is a Service Fee: please refer to the Visa Debit and Visa Credit Cards section. It is only charged once per account.

<sup>#</sup>Activate Account is no longer available for new business.

<sup>~</sup>Loan must be drawn down or Line of Credit limit in use. Line of Credit is no longer available for new business.

<sup>^</sup>Financial Planning services are no longer offered through People's Choice effective 1 February 2022.

### **Unlimited access (included in Annual Visa Credit Card Fee) to:**

#### **Interest free eligible transactions**

- All deposits
- BPAY® payments
- Visa 'credit' purchases
- Contactless transactions, including through Digital Wallets

#### **Non-interest free eligible transactions**

- Debit transfers
- Branch withdrawals/debit transfers
- Direct debits\*
- Internet and Phone Banking transfers including Osko® Payments
- Bank@Post withdrawals

\*Where the direct debit is processed using membership or account number details instead of a Visa Credit Card number.

**Fee charges**

**Non-interest free eligible transactions**

Balance Transfer (via Corporate Cheque^).....\$10.00 per cheque

Balance Transfer (via external or Heritage transfer#)..... \$1.50 per transfer

Cash Advance^ .....\$5.00 per withdrawal

Transactions performed using non People’s Choice/non Heritage ATMs may be subject to a direct charge that will be levied by the ATM owner. The amount of the fee may vary at different ATMs and will be disclosed and charged at the time of performing the transaction. This fee is not payable to People’s Choice or Heritage.

^Service Fees, please refer to the Service fee section. A withdrawal using the ‘credit’ account selection or accessing a Credit Card Account at any ATM will be treated as a cash advance and will attract a fee. Refer to the Visa Debit and Visa Credit Cards section for further details.

#Staff assisted transfer only. Transfers via Internet or Phone Banking are free however, are still considered non-interest free eligible transactions. Staff Assisted transfers may attract a fee. Details are outlined in the Auto Transfer Order section of Service Fees.

Fees for transactions not included in the Annual Visa Credit Card Fee are charged on a per transaction basis on the last day of each month excluding some service fees which are charged on occurrence.

**Savings Accounts**

This section applies to the Dream Fund, Bonus Saver, Young Saver and the following accounts which are no longer available for new business: Online Saver, Expenses Account and Christmas Savings accounts.

We do not charge monthly administration fees for any of these savings accounts.

People’s Choice savings accounts are subject to product-based fees (except the Dream Fund which does not have any product-based fees), and transactions performed on these accounts are not included in your monthly allocation of free transactions or charged to your transaction account. Transaction fees for all savings accounts are charged to the relevant savings account on the last day of the month.

You can make unlimited free deposits of any type to each of the below accounts excluding the Dream Fund and Online Saver Account which are strictly online access only. Cash deposits can also be made at People’s Choice Deposit ATMs where card access permits deposits.

The following transaction fees apply for savings accounts:

## Dream Fund

All members aged from 12 years and over (excluding business members) are eligible to open this account.

This account offers fee free and unlimited transactions using BPAY®, Direct Debits, Direct Credits, Osko payments and Bank@Post. Unlimited and free access excludes branch withdrawals and branch deposits as these transactions are not permitted.

## Bonus Saver

All members aged from 12 years (excluding business members) are eligible to open this account.

Unlimited free BPAY® payments, Internet and Phone Banking transfers including Osko® Payments, Direct debits and branch withdrawals.

Branch debit transfers.....one free per month  
.....then \$3.00 per withdrawal

**Please note: Any withdrawal from the account will result in the loss of all bonus interest for the calendar month in which the withdrawal is made.**

## Young Saver

All members aged under the age of 18 years (excluding business members) are eligible to open this account.

Unlimited free BPAY® payments, Internet and Phone Banking transfers including Osko® Payments, Direct debits and branch withdrawals.

Branch transfers..... one free per month  
.....then \$3.00 per withdrawal

**Please note: Any withdrawal from the account will result in the loss of all bonus interest for the calendar month in which the withdrawal is made.**

## Expenses Account (not available for new business)

Unlimited free BPAY® payments, direct debits, Internet and Phone Banking transfers including Osko® Payments, Branch transfers, Bank@Post withdrawals, ATM withdrawals<sup>^</sup>, EFTPOS purchases (without cash withdrawals), Visa Debit Card 'credit' purchases (including through contactless transactions or Digital Wallets).

Branch withdrawals .....\$3.00 per withdrawal  
EFTPOS cash withdrawals% ..... \$1.25 per withdrawal



Transactions performed using non People's Choice/ non Heritage ATMs^ may be subject to a direct charge that will be levied by the ATM owner. The amount of the fee may vary at different ATMs and will be disclosed and charged at the time of performing the transaction. This fee is not payable to People's Choice or Heritage.

%Includes EFTPOS purchases combined with cash withdrawals.

^A withdrawal using the 'credit' account selection or accessing a Credit Card Account at any ATM will be treated as a cash advance and will attract a fee. Refer to the Visa Debit and Visa Credit Cards sections under Service Fees for further details including applicable fees.

## **Online Saver** (not available for new business)

Unlimited free BPAY® payments, direct debits and Internet and Phone Banking transfers including Osko® Payments. Branch access not permitted.

Please note: Any withdrawal from the account will result in the loss of all bonus interest for the calendar month in which the withdrawal is made.

## **Christmas Savings** (not available for new business)

**Access between 1 November to 31 January ("Access Period") each year:**

Unlimited free BPAY® payments, Internet and Phone Banking transfers including Osko® Payments and Direct debits.

### **During each month of the Access Period:**

Branch withdrawals .....two free per month  
.....then \$3.00 per withdrawal

### **During each month outside of the Access Period:**

Access charge (irrespective of type).....\$5.00 per transaction

## **Business Transaction and Savings Accounts**

The transaction fees for business transaction and savings accounts are outlined below.

### **Business Access Account**

This section applies only to the Business Access Account.

#### **Free and unlimited access to:**

- BPAY® payments
- Cash deposits
- Internet and Phone Banking transfers including Osko® Payments#
- Visa Debit Card 'credit' transactions
- EFTPOS purchases (without cash withdrawals)
- ATM withdrawals\*
- Branch withdrawals
- Cheque deposits

- Direct debits
- EFTPOS cash withdrawals%
- Bank@Post withdrawals

#Staff assisted transfers may attract a fee. Details are outlined in the Auto Transfer Order section of Service Fees.

\*A withdrawal using the 'credit' account selection or accessing a Credit Card Account at any ATM will be treated as a cash advance and will attract a fee. Refer to the Visa Debit and Visa Credit Cards section for further details including applicable fees.

%Includes EFTPOS purchases combined with cash withdrawals

## Fee charges

Transactions performed using non People's Choice/ non Heritage ATMs may be subject to a direct charge that will be levied by the ATM owner. The amount of the fee may vary at different ATMs and will be disclosed and charged at the time of performing the transaction. This fee is not payable to People's Choice or Heritage.

Transactions not included in the free items are charged on a per item basis on the last day of each month.

## Business Line of Credit

This section applies only to the Business Line of Credit account. Monthly Administration fee\* ..... \$10.00

Charged to your account on the last day of each month.

\*This is a lending administration fee. Please refer to the Ongoing Fees section of Loan Charges - Business Loans.

## Free and unlimited access to:

- BPAY® payments
- Cash deposits
- Internet and Phone Banking transfers including Osko® Payments#
- Visa Debit Card 'credit' transactions
- EFTPOS purchases (without cash withdrawals)
- ATM withdrawals\*
- Branch withdrawals
- Cheque deposits
- Direct debits
- EFTPOS cash withdrawals%
- Bank@Post withdrawals

#Staff assisted transfers may attract a fee. Details are outlined in the Auto Transfer Order section of Service Fees.

\*A withdrawal using the 'credit' account selection or accessing a Credit Card Account at any ATM will be treated as a cash advance and will attract a fee. Refer to the Visa Debit and Visa Credit Cards section for further details including applicable fees.

%Includes EFTPOS purchases combined with cash withdrawals.

## Fee charges

Transactions performed using non People's Choice/ non Heritage ATMs may be subject to a direct charge that will be levied by the ATM owner. The amount of the fee may vary at different ATMs and will be disclosed and charged at the time of performing the transaction. This fee is not payable to People's Choice or Heritage.

Transactions not included in the free items are charged on a per transaction basis on the last day of each month.

## Business Online

This section applies only to the Business Online account. Branch access not permitted.

Free and unlimited access to:

- BPAY® payments
- Direct debits
- Internet and Phone Banking transfers including Osko® Payments<sup>#</sup>

<sup>#</sup>Staff assisted transfers may attract a fee. Details are outlined in the Auto Transfer Order section of Service Fees.

## Business and Community Account

(not available for new business)

This section applies only to the Business & Community Account.

### Free and unlimited access to:

- BPAY® payments
- Cash deposits
- Internet and Phone Banking transfers including Osko® Payments<sup>#</sup>
- Visa Debit Card 'credit' transactions
- ATM withdrawals<sup>\*</sup>
- EFTPOS purchases (without cash withdrawals)
- Branch withdrawals
- Cheque deposits
- Direct debits
- EFTPOS cash withdrawals<sup>%</sup>
- Bank@Post withdrawals

<sup>#</sup>Staff assisted transfers may attract a fee. Details are outlined in the Auto Transfer Order section of Service Fees.

<sup>\*</sup>A withdrawal using the 'credit' account selection or accessing a Credit Card Account at any ATM will be treated as a cash advance and will attract a fee. Refer to the Visa Debit and Visa Credit Cards section for further details including applicable fees.

<sup>%</sup>Includes EFTPOS purchases combined with cash withdrawals

**Fee charges**

Transactions performed using non People’s Choice/ non Heritage ATMs may be subject to a direct charge that will be levied by the ATM owner. The amount of the fee may vary at different ATMs and will be disclosed and charged at the time of performing the transaction. This fee is not payable to People’s Choice or Heritage.

Transactions not included in the free items are charged on a per transaction basis on the last day of each month.

**Services Fees**

This section applies to all members, regardless of the transaction or savings account held, and outlines the fees and charges that will be payable if you ask us, or we are required to perform certain services on your account(s).

All fees are charged to your account on the last day of the month unless specified below.

**Auto Transfer Order**

A regular payment to be sent, set up by us, on your instructions e.g. premiums, rentals etc.

Electronic.....\$1.50 per payment  
Applies for each staff assisted external electronic payment debited from your account, including staff assisted transfers to a Heritage account.

Emergency same day transfer.....\$11.00  
Applies for each staff assisted same day transfer external or Heritage electronic payment debited from your account.

Internal..... Nil  
Applies to any, staff assisted or non staff assisted, transfer made to another People’s Choice branded account. A fee will apply to any staff assisted transfer to a Heritage branded account or an account with another financial institution.

**Company and Business Name Verification**

Company and Business Name Search.....\$20.00  
Applies to each Company or Business Name Search completed.

## Cheque

### Bank Cheques

Applies each time a National Australia Bank (NAB) Cheque is issued, repurchased or replaced on your request.

### Issue Fee

- if collected by People's Choice staff.....\$18.00\*\*  
(discretionary service that may or may not be available at all branches)

\*Note that charges passed on from NAB and other third parties are included. NAB and other third party fees may change at any time without prior notice.  
^incorporates a \$6 fee charged by People's Choice for collection of cheque.

### Corporate Cheques

The following fees apply in relation to any corporate cheques issued by People's Choice in relation to your Account:

Issue Fee.....\$10.00 per cheque

Replacement Fee.....\$10.00 per cheque

Payable whenever a replacement cheque is issued to replace a cheque previously issued by us (e.g. if the cheque has been lost or destroyed).

### Visa Debit and Visa Credit Cards

Annual Visa Credit Card Fee .....\$59.00 per account

Applies for each Visa Credit Card Account. Charged within a month of the account opening and then annually on the anniversary of the account opening month. Refer to the Credit Card Accounts section for more information on what this annual fee covers. This fee does not apply if you have an Activate Account# and are under 25 years of age. The fee also does not apply if you have an active Home Loan or Line of Credit\*, Financial Planning service relationship^ or One to One relationship.

#Activate Account is no longer available for new business.

\*Loan must be drawn down or Line of Credit limit in use. Line of Credit is no longer available for new business.

^Financial Planning services are no longer offered through People's Choice effective 1 February 2022.

### Replacement Card

(lost, captured or damaged) .....\$10.00 per Card

Applies when a lost or damaged Card is replaced (no fee is payable if Card is stolen). Fee is charged when the Card is ordered.

Search Fee .....\$30.00 per request

Applies when you request us to determine when a transaction was authorised for payment.

Credit Card Monthly Transfer Rejection .....\$5.00 per rejection

Applies when there are insufficient funds in your account to process a payment.

Conversion Fee\* .....3.00% of transaction

Applies when a transaction is performed overseas using a Visa Card. Charged at the time of the transaction.

\*Transactions performed overseas are subject to a conversion fee payable to Cuscal, the principal member of Visa International under which we provide our Visa Cards.

Visa Cash Advance<sup>^</sup> – Australia and Overseas..... \$5.00

Visa Cash Advances are withdrawals using your Visa Card at Australian Bank branches, overseas Bank branches, overseas ATMs, National ATMs\* or Australia Post using the 'CR' account selection or accessing a Credit Card Account.

<sup>^</sup>Visa Cash Advance transactions performed within and outside of Australia using non People's Choice/ non Heritage ATMs may also be subject to a fee levied by the ATM owner. The amount of the fee may vary at different ATMs and will be disclosed and charged at the time of the transaction. This fee is in addition to the Cash Advance fee detailed above and is not payable to People's Choice or Heritage.

\*A withdrawal using the 'credit' account selection or accessing a Credit Card Account at any ATM will be treated as a cash advance and will attract a fee.

Emergency Visa Card

Replacement Overseas\* ..... \$300.00 per Card

Applies when you request an urgent replacement Card to be issued while overseas (for any reason including theft).

Emergency Visa Cash

Advance Overseas\* ..... \$300.00 per transaction

Applies when you request an emergency cash advance without your Visa Card.

\*These charges may be claimed on your Travel insurance.

## Direct Debits

Dishonour Fee .....\$5.00

Applies when your account has insufficient funds to cover the amount of a direct debit. Charged on the day the direct debit is attempted. Not charged if Honour Fee below is payable.

Honour Fee..... \$10.00

Applies when a direct debit is paid from your account where insufficient funds are available. Charged on the day the direct debit is attempted. You can choose to opt out of this facility. In doing so, in instances where insufficient funds are available to pay your direct debit the dishonour fee will apply.

Inward Direct Debit Dishonour .....\$15.00  
Applies for member initiated direct debits dishonoured by another Financial Institution or by Heritage. Charged on the day the direct debit is dishonoured.

Quick Debit Dishonour..... \$5.00  
Applies when your account with another financial institution or your account with Heritage has insufficient funds to cover the value of the quick debit request. Charged on the day notification of dishonour is received. Quick Debit services available only on application and on select products.

Chargeback. .... \$30.00  
Applies when there is an attempted debit from a cancelled Visa Card. Charged on the day of the attempted debit.

**Dormant Fee**

Dormant (inactive fee) .....\$20 per membership  
Applies when you do not have any activity on your account(s) or membership, we may charge you a fee at the time we close your inactive Accounts.

**General**

Access Token..... \$20.00 per Token  
Applies for each active Access Token, charged upon issue.

Signature Verification.....\$5.00 per verification  
Applies when you request to withdraw funds without sufficient identification.

**Statements**

Duplicate/replacement Statement .....\$10.00 per statement  
Applies when you request us to provide a copy of a statement that has already been issued (including where you request a paper copy of an eStatement). Charged at the time the statement is requested.

Replacement Interest Statement ..... \$10.00 per interest summary  
Applies when you request us to provide a copy of an interest statement that has already been issued. Charged at the time the statement is requested.

Paper Statement Fee.....\$2.00 per statement  
Applies to members with an Everyday Living Account, Dream Fund or Zip Account where we are required to provide a paper statement because we have been unable to send an email to your elected email address for three consecutive months notifying you that your eStatement is available.

Frequent Statement Fee .....\$2.00 per additional statement

This fee applies to members who request a statement more regularly than the statement cycle specified in the product terms and conditions. Excludes eStatements which are free of charge.

## **Foreign and Australian Exchange charges<sup>^</sup>**

Foreign Currency

Note Purchase online .....up to \$10.00 each purchase

Fee will be confirmed at time of purchase.

International Money Transfer (also known as Telegraphic Transfer) – Outbound..... \$30.00 per transfer

Applies when you request us to make an International Money Transfer to another party in a foreign currency.

International Money Transfer

– Outbound (AUD Only) .....\$35.00 per transfer

Applies when you request us to make an International Money Transfer to another party in Australian Dollars. International Money Transfers in Australian Dollars are only available in branch.

Foreign Currency Documents

(Maximum AUD\$10,000) ..... \$15.00 per item

Applies each time you deposit drafts, cheques or negotiable instruments from an overseas financial institution or request us to purchase overseas drafts, personal cheques or negotiable instruments up to a maximum of AUD \$10,000 value.

Foreign Currency Documents on Collection..... \$50.00 per item

Applies each time you deposit drafts, cheques or negotiable instruments from an overseas financial institution or request us to purchase overseas drafts, personal cheques or negotiable instruments over AUD \$10,000 and/or requiring collection prior to payment.

<sup>^</sup>Some Foreign and Australian Exchange fees and charges include amounts payable directly to third party providers of these services. These fees are payable to the product issuer not to People's Choice and may be changed by the product issuer without notice from People's Choice.



# Overdrawn, Over Limit and Arrears Administration Fees

## Overdrawn Administration Fees

Apply to all savings, transaction and business accounts that do not have an approved overdraft or line of credit limit.

Overdrawn Administration Fee 1..... \$25.00

Payable if you overdraw your account without an approved overdraft or line of credit and you fail to deposit funds to the account to clear all overdrawn amounts within 7 days of us notifying you that your account is overdrawn.

Overdrawn Administration Fee 2..... \$25.00

Payable if you overdraw your account without an approved overdraft or line of credit and your account remains overdrawn for a period of 20 days or more.

## Over Limit Administration Fees

Apply to all savings, transaction and business accounts that have an approved overdraft or line of credit limit.

Over limit Administration Fee 1..... \$25.00

Payable if you exceed your approved credit limit and you fail to pay an amount sufficient to return the balance of the account to less than or equal to the approved credit limit within 7 days of us notifying you that your account is over its limit.

Over limit Administration Fee 2 ..... \$25.00

Payable if you exceed your approved credit limit and your account balance remains over the approved limit for a period of 20 days or more.

## Arrears Administration Fees

Apply to all lending products such as personal loans, home loans, business loans, lines of credit, overdrafts and Credit Cards accounts.

Arrears Administration Fee 1 ..... \$25.00

Payable if you fail to make repayments due under your credit contract and you do not pay an amount sufficient to clear all repayment arrears within 7 days of us notifying you that your account is in arrears.

Arrears Administration Fee 2..... \$25.00

Payable if you fail to make repayments due under your credit contract and your account remains in arrears for a period of 20 days or more.

**Other Enforcement Administration Fees**

Final Demand .....\$15.00 per account

Charged when demand is issued to request payment where no credit limit exists.

Notice of Enforcement fee..... \$25.00 per account

Charged whenever an enforcement notice is issued in relation to a credit contact that is not secured by a mortgage over real property.

Enforcement of Mortgage fee..... \$70.00 per account

Charged whenever an enforcement notice is issued in relation to a credit contract that is secured by a mortgage over real property.

The above fees apply to all members.

If you are in default of the terms and conditions of your facility, we may charge you reasonable enforcement expenses. We may debit these to your account.

**Loan Charges**

**Personal Loans**

**Upfront Fees**

Personal Loan Application Fee .....\$250.00 per loan

Payable on all Personal Loan products, Discounted and Unsecured. This fee does not apply if you have an active Home Loan Package, Investment Loan Package or Line of Credit Package (refer to the Lending Terms & Conditions document for package eligibility criteria). Line of Credit Package is no longer available for new business.

**Other Fees**

Preparation of Substitute Security ..... \$75 per substitution

**Home Loans**

This section applies to all People’s Choice Home Loans and does not apply to loans provided by third party lenders.

**Upfront Fees**

Application Fee .....\$600.00 per loan

Loans secured by mortgages over residential property, excludes business loans. This fee does not apply where you take out the Basic Variable, Home Loan Package or Investment Loan Package.

Nil End Debt Application Fee .....\$850.00 per loan

For Bridging loans where there is no debt remaining once your existing property has been sold and the debts are paid in full at the end of the bridging period.

Documentation Fee .....\$200.00

Charged per item. Payable in the following circumstances:

- preparation of an additional mortgage
- preparation of a guarantee; or
- where documents have been cancelled or redone, at your request, after contracts have been issued.

Settlement Fee .....\$150.00

Payable for the settlement of the loan. This fee does not apply where you take out the Basic Variable, Home Loan Package or Investment Loan Package.

Bank Cheque Fee .....at cost to People’s Choice per cheque

Progress Draw Fee .....\$400.00

Payable per property when a loan will be drawn progressively for either construction or major renovation purposes. The fee includes the cost of all progress draws and the final inspection.

Rate Lock Option Fee..... 0.15% of the total loan amount

Optional charge for fixed interest rate loans to hold the advertised interest rate at the time of your application or where you refix your loan for an approved period. Refer to the Lending Terms & Conditions document for details.

Valuation Fee ..... at cost and payable by member

Where you take out the Home Loan Package or Investment Loan Package or top-up a loan that forms part of your existing package, you will receive one valuation each year (based on anniversary date, refer to the Lending Terms & Conditions document for package eligibility criteria).

Security Handling Fee.....\$150.00

Charged per occurrence. Payable in the following circumstances:

- deed of priority
- title production
- variation of priority
- consent; or
- name change

**Ongoing Fees**

Monthly Administration Fee.....\$8.00 per loan

Applies to Fixed Rate Loans, Low Doc Loans, Line of Credit\* and Variable Rate Loans linked to an offset account and is debited to the loan on the last day of each calendar month. For members who have an existing Offer and Loan Contract with a monthly fee, your existing arrangements will continue. The monthly fee on Fixed Rate loans (excluding Low Doc and Business loans) is waived if you have an active Home Loan Package, Investment Loan Package or Line of Credit Package.

Annual Fee .....\$395.00

Applies to our Home Loan Package, Investment Loan Package or Line of Credit Package\* and is debited to a selected package loan at settlement and on each anniversary of settlement. One Annual Fee applies per eligible package. Refer to the Lending Terms & Conditions document for package eligibility criteria.

**Other Fees**

Portability Fee.....\$300.00

Charged per occasion when you wish to change the security(ies) against an existing loan(s) and there is no change to the existing loan(s) amount, loan interest rate or type, term of the loan(s), product type, borrowers or mortgagors. Discharge fees may also apply.

Top Up Fee.....\$400.00

Payable when you request and we approve additional funds to your existing borrowings and there is no change to the security or borrowers. This fee does not apply if you have an active Home Loan Package, Investment Loan Package or Line of Credit Package (refer to the Lending Terms & Conditions document for package eligibility criteria). A Break Cost fee will also apply where a 'Break Event' occurs. Refer to the Lending Terms & Conditions document for the definition of 'Break Event' and for details of how a Break Cost fee is calculated.

**Break Cost Fee**

Break Cost Fees apply to Fixed Rate Loans only.

A Break Cost Fee will be payable by you where a 'Break Event' occurs.

Refer to the Lending Terms & Conditions document for the definition of a 'Break Event' and for details of how a Break Cost fee is calculated.

**Discharge of Mortgage**

Discharge of Mortgage Fee ..... \$350.00

For the preparation of a discharge of mortgage. Government fees may apply.

**Other fees and charges which may be applicable to your home loan:**

- Land Title search
- Mortgage Registration
- Mortgage Lenders Insurance
- Discharge Registration
- Solicitors fees

\*Line of Credit and Package Line of Credit is no longer available for new business.

**Business Loans**

**Business Overdraft**

Application Fee

For amounts of \$20,000 or less .....\$400.00

For amounts from \$20,001 up to the value of \$80,000 .....\$600.00

For amounts of \$80,000 or more.....0.75% of loan value

This fee is also charged for increases to existing overdraft limits.

**Business Vehicle Loan**

Application Fee per loan for sole traders or partnerships ..... \$250.00

Application Fee for companies..... \$350.00

Preparation of Substitute Security .....\$75.00 per substitution

**Residentially and Commercially Secured Loans Upfront Fees**

Application Fee .....\$600.00 per loan

Applicable when applying for any new or increased business loan or credit facility up to the value of \$80,000.

Application Fee ..... 0.75% of loan value/increased loan value

Applicable when applying for any new or increased business loan or credit facility for values of \$80,000 and over.

Valuation Fee .....at cost to People’s Choice

Bank Cheque Fee .....at cost to People’s Choice per cheque

Documentation Fee ..... \$200.00

Charged per item. Payable in the following circumstances:

- preparation of an additional mortgage
- preparation of a guarantee; or
- where documents have been cancelled or redone, at your request, after contracts have been issued.

Security Handling Fee..... \$150.00

Charged per occurrence. Payable in the following circumstances:

- deed of priority
- title production
- variation of priority
- consent; or
- name change

**Ongoing Fees**

Annual review fee.....\$100 or 0.25% of outstanding loan amount/credit limit at the time of review, whichever is greater.

Applicable to business loans/business lines of credit settled before 1 July 2012, and payable at time of review.

Monthly Administration Fee..... \$10.00 per loan

Applies to Business Lines of Credit and is debited to the account on the last day of each calendar month. Applicable to new Business Line of Credit settled on or after 1 July 2012.

**Other Fees**

Portability Fee .....\$300.00

Charged per occasion when you wish to change the security(ies) against an existing loan(s) and there is no change to the existing loan(s) amount, loan(s)interest rate or type, term of the loan(s)product type, borrowers or mortgagors. Discharge fees may also apply.

Application for temporary overdraft on any business account, fees as detailed in the following table:

Amount of temporary overdraft	0<1 month term	1-2 month term	2-3 month term
\$0 - \$5,000	\$100	\$150	\$200
\$5,001 - \$10,000	\$200	\$250	\$300
\$10,001 - \$20,000	\$300	\$350	\$400
\$20,001 - \$50,000	\$400	\$450	\$500
\$50,001 and above	\$500	\$550	\$600

## **Break Cost Fee**

Break Cost Fees apply to Fixed Rate Loans only.

A Break Cost Fee will be payable by you where a 'Break Event' occurs.

Refer to the Business Lending Terms & Conditions document for the definition of a 'Break Event' and for details of how a Break Cost fee is calculated.

## **Discharge of Mortgage**

Discharge of Mortgage Fee.....\$350.00

For the preparation of a discharge of mortgage. Government fees may apply.

## **People's Choice Guarantees**

Establishment fee .....the greater of \$300.00 or 0.75% of the Guarantee Amount, payable at the time a Guarantee is issued.

Administration fee .....the greater of \$150.00 or 0.75% of the Guarantee Amount, payable every six months or part thereof in advance, while a Guarantee is still in force, commencing six months after the Guarantee is issued.

## **Tips for reducing your fees and charges**

There are a number of ways you can reduce or avoid the fees and charges you could incur as part of your transactional activity whilst using your People's Choice transaction or savings accounts and services.

As everyone's transactional behaviours are driven by their individual needs, the information provided below can only be considered as general information and you should consider your individual circumstances when determining how to adapt your behaviour to reduce or avoid fees.

For further information, assistance and advice on how to reduce your transactional or service fees, please contact the People's Choice National Contact Centre on 13 11 82 or visit your local People's Choice branch.

### **Choose the right account for your needs**

You should choose the account best suited to your needs by looking at your transacting and banking patterns.

Since everyone has different transactional requirements, it might be best to talk to our staff on 13 11 82 to discuss your requirements and options available in detail.

### **Consolidate your banking**

If you hold funds or have accounts with other financial institutions, it may make sense to consolidate your accounts to

minimise your fees. Our staff can assist you to switch your accounts to People's Choice.

### **Check account balance before you transact**

Keep your ATM transaction slips as a record of your balances held and avoid attempting transactions when you have insufficient funds, or use the account balance facility before attempting a withdrawal to avoid overdrawing from your account. Phone Banking, Mobile Banking and Internet Banking are free services that you can also use to find out your account balances before you transact.

### **Choose the right ATM**

People's Choice ATMs, Heritage ATMs and many ATMs operated by other financial institutions are direct charge free for People's Choice cards. We encourage you to check for any fees when using an ATM before completing a transaction.

### **Don't press 'CR' at the ATM**

Pressing the 'CR' option at the ATM when using your Visa Debit Card may result in additional fees. Always select the 'SAV' button when checking your balance or making an ATM withdrawal.

Selecting 'CR' when using EFTPOS facilities or performing contactless transactions are a free transaction.

### **Use BPAY® or direct debit for convenience and reducing fees**

Where possible pay regular bills via BPAY® or with an automatic debit from your account. This also reduces the amount of time you spend on your banking.

Remember to avoid direct debit honour or dishonour fees by ensuring your account has sufficient funds to cover the entire amount of any direct debits or other scheduled payments.

### **Use Mobile Banking, Internet Banking and Phone Banking**

Monitor and manage your accounts with our Mobile, Internet and Phone Banking. These services enable you to access your personal accounts every day of the year. Using these services to check your account balance and manage your transactions is convenient and easy.

### **Budget Planner**

Take advantage of the budget planner available on our website at [peopleschoice.com.au](http://peopleschoice.com.au) to assist with managing your bills.

### **Minimise card replacement fee**

Keep your Visa Card in safe storage at all times to avoid replacement card costs.

Please refer to other sections of this document for fee details on specific accounts.



# How to contact us

You can contact us in any of the following ways:

- T 13 11 82
- F 1300 365 775
- [peopleschoice.com.au](http://peopleschoice.com.au)
- Post: People's Choice  
GPO Box 1942, Adelaide S.A. 5001
- In person: At any of our branches