

**People's
Choice**

Banking for life

Fees & Charges

Effective 7 June 2021

Contains Fees & Charges for Personal Transaction and Savings Accounts, Business Transaction and Savings Accounts, Loans and Access Facilities (including EFT Access Facilities). Fees & Charges for our Term Investment Accounts are not set out in this document and are contained in our Term Investment Accounts Terms & Conditions and Fees & Charges document.

This document must be read in conjunction with People's Choice Accounts & Access Facilities Terms & Conditions, Lending Terms & Conditions and your Offer and Loan Contract.

People's Choice Credit Union, a trading name of Australian Central Credit Union Ltd ABN 11 087 651 125, Australian Financial Services Licence 244310 and Australian Credit Licence 244310. In this document, People's Choice Credit Union is referred to as People's Choice.

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Third Party Changes

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[^]
- Branch withdrawals (where account permits branch withdrawals)
- Direct debits
- Internet and Phone Banking transfers including Osko® Payments[#]
- EFTPOS purchases and cash withdrawals
- ATM withdrawals^{*}
- Visa Debit Card 'credit' purchases
- Member cheque withdrawals (where account permits cheques)

[^]Excludes rejected BPAY® payments. Please refer to the BPAY® section within Service Fees for details of BPAY® fees.

[#]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 sections under Service Fees for further details including applicable fees.

Fee charges

Electronic declines* \$0.30 per decline

Bank@Post withdrawalstwo free per month
.....then \$3.00 per withdrawal

*Declined transactions for insufficient funds or incorrect PIN entered, whether using ATM or EFTPOS facilities. First declined transaction each month is free, then \$0.30 for each subsequent declined transaction.

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 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.

Transaction Monthly Account Fees

The monthly fees for personal transaction accounts are outlined below.

Everyday Living Account

All members aged 13 and over (excluding business members) are eligible to open this account.

Monthly administration fee Nil

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

Basic Everyday Living Account

Members aged 13 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 13 years or over (excluding business members) are eligible to open this account.

Monthly administration fee*\$6.50

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

*Not applicable if fee exemption applies – see below

Fee exemptions for Everyday Account:

The Monthly administration fee will not apply to your Everyday Account if you have an active Home Loan Package, Financial Planning Relationship# or meet three or more of the following criteria:

- Term investment balance of \$5,000 or more
- Eligible Pension*
- Overdraft+
- Visa Credit Card**
- Personal Loan-
- Motor Vehicle Insurance through People’s Choice%
- Home Loan-, Investment Loan- or Line of Credit-

- Home Insurance through People’s Choice%
- Business Banking relationship~~ with People’s Choice
- Member for 25+ years
- People’s Choice Life Insurance%***
- Mortgage Repayment Insurance through People’s Choice%***
- Mutual Aid on your Personal Loan***

Please note: If you have more than one product of the same type – for example, two personal loans – this counts as one criteria having been met, not two. Criteria are assessed on the last day of each month. In some cases, particularly if a criteria is met near the end of a month or if you have entered an incorrect member number when applying for a product, we may not identify that you have met the eligibility criteria entitling you to a fee waiver that month. If you are charged a fee when you qualified for a fee waiver, we will reimburse you the fee and include a statement credit narration of “Reimburse Monthly Admin Fee”.

#Financial Planning is recognised where you have an ongoing service relationship with People’s Choice Financial Planning (including Financial Solutions Australasia in WA).

*Eligible government pensions such as Disability Support Pension and Widow’s Pension are considered, contact us for more details. Evidence must be provided in writing or by way of the applicable benefit concession card.

+Minimum overdraft limit is \$500 and must be in use during the calendar month.

++For the purpose of this fee exemption, Visa Credit Card means a Visa branded credit Card issued to you by us.

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

%Requires the member number(s) to be correct on each insurance policy and may take up to 31 days to be effective.

~~Recognised where you are an Accountholder of an account available to Business or non-personal entities only as listed in the ‘Business Transaction and Savings Accounts’ section and ‘Business Loans’ section in this document (excludes Term Investments). Business Loans must be drawn down or Business Line of Credit limit in use.

***No longer available for new business.

If you become ineligible for an exemption at any point in time in the future, the Monthly administration fee will apply from that time. If you have multiple member numbers under your membership, you must have an active Home Loan Package, Financial Planning relationship or satisfy three or more of the above criteria under the member number for which you hold the Everyday Account. New accounts are not charged the Monthly administration fee in the first month of account opening.

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 \$6.00

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

Fee exemptions for Zip Account

If you have credits[~] totalling \$2,000 or more made to your Zip Account as at 5pm CST on the last day of the calendar month, or have a personal loan, home loan or line of credit*, the monthly administration fee will not apply to your Zip Account.

[~]Excludes internal transfers within the membership.

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

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. The fee also does not apply if you have an active Home Loan or Line of Credit[~], Financial Planning Relationship 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.

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

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

^Excludes rejected BPAY® payments. Please refer to the BPAY® section within Service Fees for details of BPAY® fees.

*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

Electronic declines*	\$0.30 per decline
Balance Transfer (via Corporate Cheque^).....	\$10.00 per cheque
Balance Transfer (via external transfer#).....	\$1.50 per transfer
Cash Advance^	\$5.00 per withdrawal
Bank@Post withdrawals	two free per month
.....	then \$3.00 per withdrawal

Transactions performed using non People’s Choice 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.

*Declined transactions for insufficient funds or incorrect PIN entered, whether using ATM or EFTPOS facilities. First declined transaction each month is free, then \$0.30 for each subsequent declined transaction.

^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 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, 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 Online Saver Account which is 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:

Bonus Saver

All members aged over the age of 13 (excluding business members) are eligible to open this account.

Unlimited free BPAY® payments (excluding rejected payments) and Internet and Phone Banking transfers including Osko® Payments.

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

Direct debits* one free per month
.....then \$1.25 per debit

*Direct debits through People's Choice CGU Insurance are free.

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 (excluding business members) are eligible to open this account.

Unlimited free BPAY® payments (excluding rejected payments) and Internet and Phone Banking transfers including Osko® Payments.

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

Direct debits* one free per month
.....then \$1.25 per debit

*Direct debits through People's Choice CGU Insurance are free

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 (excluding rejected payments), direct debits, Internet and Phone Banking transfers including Osko® Payments, member cheque withdrawals, Branch transfers, ATM withdrawals[^], EFTPOS purchases (without cash withdrawals), Visa Debit Card 'credit' purchases (including through contactless transactions or Digital Wallets).

Branch withdrawals\$3.00 per withdrawal

Bank@Post withdrawals\$3.00 per withdrawal

EFTPOS cash withdrawals% \$1.25 per withdrawal

Electronic declines* \$0.30 per decline

Transactions performed using non People's Choice 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.

%Includes EFTPOS purchases combined with cash withdrawals.

*Declined transactions for insufficient funds or incorrect PIN entered, whether using ATM or EFTPOS facilities. First declined transaction each month is free, then \$0.30 for each subsequent declined transaction.

[^]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 (excluding rejected 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 (excluding rejected payments) and Internet and Phone Banking transfers including Osko® Payments.

During each month of the Access Period:

Branch withdrawalstwo free per month
.....then \$3.00 per withdrawal

Direct debits*two free per month
.....then \$1.25 per debit

*Direct debits through People's Choice CGU Insurance are free.

During each month outside of the Access Period:

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

Financial Services

People's Choice offers a full range of Financial Planning and Superannuation services. Call 13 11 82 for a guide to these services, including a schedule of charges.

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.

40 free items of any kind listed below per month then \$1.50 for each excess item:

- Branch withdrawals
- Cheque deposits[#]
- Direct debits[^]
- EFTPOS cash withdrawals[%]

[#]Each cheque is counted individually.

[^]Direct debits through People's Choice CGU Insurance are free.

[%]Includes EFTPOS purchases combined with cash withdrawals

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^{*}

[^]Excludes rejected BPAY® payments. Please refer to the BPAY® section within service fees for details of BPAY® fees.

[#]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.

Fee charges

Electronic declines*	\$0.30 per decline
Member cheque withdrawals.....	\$0.95 per withdrawal
Bank@Post withdrawals.....	two free per month
.....	then \$3.00 per withdrawal

Transactions performed using non People's Choice 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.

*Declined transactions for insufficient funds or incorrect PIN entered, whether using ATM or EFTPOS facilities. First declined transaction each month is free, then \$0.30 for each subsequent declined transaction.

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.

40 free items of any kind listed below per month then \$1.50 for each excess item:

- Branch withdrawals
- Cheque deposits[#]
- Direct debits[^]
- EFTPOS cash withdrawals[%]

[#]Each cheque is counted individually.

[^]Direct Debits through People's Choice CGU Insurance are free.

[%]Includes EFTPOS purchases combined with cash withdrawals.

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*

[^]Excludes rejected BPAY® payments. Please refer to the BPAY® section within Service Fees for details of BPAY® fees.

[#]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.

Fee charges

Electronic declines*	\$0.30 per decline
Member cheque withdrawals	\$0.95 per withdrawal
Bank@Post withdrawals	two free per month then \$3.00 per withdrawal

Transactions performed using non People's Choice 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.

*Declined transactions for insufficient funds or incorrect PIN entered, whether using ATM or EFTPOS facilities. First declined transaction each month is free, then \$0.30 for each subsequent declined transaction.

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[#]

[^]Excludes rejected BPAY® payments. Please refer to the BPAY® section within Service Fees for details of BPAY® fees.

[#]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.

20 free items of any kind listed below per month then \$1.50 for each excess item:

- Branch withdrawals
- Cheque deposits[#]
- Direct debits[^]
- EFTPOS cash withdrawals[%]

[#]Each cheque is counted individually.

[^]Direct debits through People's Choice CGU Insurance are free.

[%]Includes EFTPOS purchases combined with cash withdrawals

Free and unlimited access to:

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

^Excludes rejected BPAY® payments. Please refer to the BPAY® section within Service Fees for details of BPAY® fees.

#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.

Fee charges

Electronic declines*	\$0.30 per decline
Member cheque withdrawals.....	\$0.95 per withdrawal
Bank@Post withdrawals.....	two free per month .
.....	then \$3.00 per withdrawal

Transactions performed using non People’s Choice 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.

*Declined transactions for insufficient funds or incorrect PIN entered, whether using ATM or EFTPOS facilities. First declined transaction each month is free, then \$0.30 for each subsequent declined transaction.

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.

Rejection \$5.00 per rejection

Applies when your account has insufficient funds to cover a payment.

Electronic.....	\$1.50 per payment
Applies for each staff assisted external electronic payment debited from your account.	
Emergency same day transfer.....	\$11.00
Applies for each staff assisted same day transfer external electronic payment debited from your account.	
Internal.....	Nil
Applies to any, staff assisted or non staff assisted, transfer made to another account within People’s Choice.	

BPAY®

Rejected Future Dated Payments.....	\$5.00 per rejection
Applies when your account has insufficient funds to cover a payment.	
Trace Enquiry.....	\$30.00 per enquiry
Applies when you request us to trace a BPAY® payment made from your account.	

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 member..... \$ 12.00 (NAB fee)*
- if collected by People’s Choice staff..... \$18.00**
(discretionary service that may or may not be available at all branches)

Repurchase Fee..	\$20.00 (NAB fee)*
Replacement Fee.....	\$25.00 (NAB fee)*

*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
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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).

Stop Payment.....\$10.00 per cheque

Payable whenever you instruct us to stop payment on a cheque issued in relation to your Account (if a replacement cheque is required the Replacement Fee will also apply in addition to this Stop Payment fee).

Member Cheques

Cheque book (personal and business)..... \$5.00

Applies when you request a new or replacement cheque book to be issued. Charged when the cheque book is ordered.

Cheque Copy..... \$20.00 per copy

Applies when you request us to provide you a copy of a cheque presented for payment. Charged when the copy is issued.

Cheque Search.....\$10.00 per cheque

Applies when you request us to determine when a cheque was presented for payment.

Cheque Trace \$60.00 per trace

Applies when you request that we determine where and when a cheque was presented for payment.

Dishonoured Cheque (outward).....\$5.00 per dishonour

Applies when your account has insufficient funds to cover a cheque you have issued. Charged when the cheque is presented for payment. Not charged if Honour Fee below is payable.

Honour Fee..... \$10.00

Applies when a cheque is paid from your account where insufficient funds are available. Charged when the cheque is presented for payment. You can choose to opt out of this facility. In doing so, in instances where insufficient funds are available to pay your member cheque the dishonour fee will apply. Opting out of this facility will automatically opt out any member direct debit honour fees as well.

Bank@Post Cheque Dishonour at cost

Applies when you deposit a cheque at a Bank@Post outlet and it is dishonoured. This fee is not charged by People’s Choice.

Stop Payment on Individual Cheque.....\$10.00 per request

Applies when you request us to stop payment on an individual cheque you have issued.

Stop Payment on Range (three or more consecutively numbered cheques)..... Nil

Applies when you request us to stop payment on a range of consecutively numbered cheques you have issued.

Dishonoured Cheque if Stop Payment subsequently presented.....\$5.00

Applies if you have requested us to stop payment on a cheque and it is subsequently presented. Charged at the time of presentation of the cheque.

rediCARD PLUS

rediCARD PLUS Fee\$5.00 per quarter

Applies for each active rediCARD PLUS. Charged quarterly in March, June, September and December. This fee will not apply to members under 18 years of age, members who use our SAAB service, memberships with only 'two to sign' accounts and Cards issued to signatory only members.

rediCARD PLUS Replacement (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.

rediCARD PLUS Cash Advance*\$5.00 per transaction

Applies when cash is withdrawn from an overseas ATM displaying the PLUS logo.

rediCARD PLUS Currency Conversion**2% of transaction value

Applies when a transaction is performed overseas using the rediCARD PLUS service. Charged at the time of the transaction and forms part of the transaction amount when converted to your account. This fee is payable to Cuscal^.

Search Fee\$30.00 per request

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

*rediCARD PLUS Cash Advance transactions performed within and outside of Australia using non People's Choice 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 below and is not payable to People's Choice.
^CUSCAL is the principal member of VISA International under which we can provide you with a rediCARD PLUS.

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.

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[^] – 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.

[^]Visa Cash Advance transactions performed within and outside of Australia using non People's Choice 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.

*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. Opting out of this facility will automatically opt out any member cheque honour fees as well if cheques are also presented on your membership.

Inward Direct Debit Dishonour\$15.00

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

Quick Debit Dishonour.....\$5.00

Applies when your account with another financial institution 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.

Documentation Requests.....\$15.00 per 15 minutes

Applies when you request that we provide copies of documentation held by People’s Choice for Accounting or Audit requests or requests for information under the Privacy Act.

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 or a 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.

Staff Assisted Account Balance (SAAB)

SAAB.....\$6.00 monthly fee*

SAAB is a staff assisted account balance service that allows for processing of a limited range of services via our National Contact Centre. This service is specifically designed for members of an indigenous community who reside in a remote or isolated location and enables transactions to be coordinated by a Community Leader, or Council Officer or Responsible Officer, on the members behalf. Charged on the 18th day of each month.

*SAAB monthly fee is charged irrespective of whether the service was used throughout the month or not.

Foreign and Australian Exchange charges[^]

Draft.....\$12.50 per draft

Applies when you request a cheque made out to an overseas payee in a single currency.

Foreign Currency

Note Purchase onlineup 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.

[^]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.

*Transactions performed using ATMs will also 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.

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 Feeat 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 Feeat cost to People’s Choice

Bank Cheque Feeat 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 feethe greater of \$300.00 or 0.75% of the Guarantee Amount, payable at the time a Guarantee is issued.

Administration feethe 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 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 and cheques.

Use Mobile Banking, Internet Banking and Telephone Banking

Monitor and manage your accounts with our Mobile, Internet and Phone banking. These services enable you to access your personal accounts 24 hours a day 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 to assist with managing your bills.

Minimise card replacement fee

Keep your Visa Card and rediCARD PLUS 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](https://www.peopleschoice.com.au)
- Post: People's Choice
GPO Box 1942, Adelaide S.A. 5001
- In person: At any of our branches