



Discontinued Accounts

Features, Fees and Charges

Effective Date 4 April 2024

This document applies to the following products, which are no longer offered for sale by BankWAW.

- S1 – OnCall Saver
- S2 – Star Saver
- S3 – Business Transaction Account
- S4 – Visa Debit Account
- S5 – Christmas Club Account
- S6 – myGoal Account
- S9 – Money Manager
- S10 – Savings Investment
- S11/S12 – Retirement Plus
- S13 – Community Care
- S14 – Disability Support
- S15 – Youth eSaver
- S18 – Club & Community Transact
- S19 – Club & Community eSaver
- S20 – eSaver
- S21 – eAccess
- S22 – School Star Saver
- S30 – Line of Credit
- S40 – Offset Account

Table 1: Summary of accounts, facilities and transaction limits – discontinued products

| Account name | S1 Oncall Account | S2 Star Saver | S3 Business Transact | S4 Visa Debit Account | S5 Christmas Club | S6 myGoal | S9 Money Manager | S10 Savings Investment | S11 / S12 Retirement Plus | S13 Community Care |
|--------------------------------------|-------------------------|---------------------|----------------------------|-----------------------------|-------------------------|--------------|------------------------|------------------------------|---------------------------------|--------------------------|
| Funds at call | ✓ | ✓ | ✓ | ✓ | 1 Nov – 15 Jan | ✓ | ✓ | ✓ | ✓ | ✓ |
| Minimum balance | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$5,000 | \$0 | \$0 | \$0 |
| Interest calculated | Daily | Daily | Daily | Daily | Daily | Daily | Daily | Daily | Daily | Daily |
| Credit interest paid | 30 June | Monthly | Monthly | Monthly | 31 Oct | Monthly | Monthly | Quarterly | Monthly | Quarterly |
| Overdraft interest charged | Monthly | | Monthly | Monthly | | | | | Monthly | Monthly |
| Interest paid on tier balance | ✓ | | | ✓ | | | ✓ | ✓ | ✓ | ✓ |
| Interest paid on full balance | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | ✓ |
| Bonus Interest / min monthly deposit | | ✓ \$20 | | | | ✓ \$250 | | | | |
| Future payments & direct debits | ✓ | | ✓ | ✓ | | FP only | | ✓ | ✓ | |
| Direct credits | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Visa Debit card | ✓ | | ✓ | ✓ | | | | ✓ | ✓ | ✓ |
| BPAY | ✓ | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| OSKO / NPP Payments | ✓ | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Internet Banking | ✓ | View only | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Mobile App | ✓ | View only | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Phone Banking | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Third party costs debited | ✓ | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| BankWAW fees and charges | ✓ | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | |
| CBP eligible | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Max daily cash withdrawal | \$3,000 | \$1,000 | \$5,000 | \$3,000 | \$3,000 | \$3,000 | \$3,000 | \$3,000 | \$3,000 | \$3,000 |

Table 1: Summary of accounts, facilities and transaction limits – discontinued products (cont)...

| Account name | \$14 Disability Support | \$15 Youth Transact | \$18 Club & Community Transact | \$19 Club & Community eSaver | \$20 eSaver | \$21 eAccess | \$22 School Star Saver | \$25 Youth eSaver | \$30 Line of Credit | \$40 Loan Offset |
|--------------------------------------|-------------------------|---------------------|--------------------------------|------------------------------|-------------|--------------|------------------------|-------------------|---------------------|------------------|
| Funds at call | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Minimum balance | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 |
| Interest calculated | Daily | Daily | Daily | Daily | Daily | Daily | Daily | Daily | Daily | Daily |
| Credit interest paid | Quarterly | Monthly | Quarterly | Monthly | Monthly | Quarterly | Monthly | Monthly | N/A | |
| Overdraft interest charged | | | | | | | | | Monthly | |
| Interest paid on tier balance | ✓ | | ✓ | ✓ | ✓ | | | | | |
| Interest paid on full balance | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | |
| Bonus Interest / min monthly deposit | | | | | | | ✓ \$20 | ✓ \$50 | | |
| Future payments & direct debits | ✓ | ✓ | ✓ | | | ✓ | | ✓ | | |
| Direct credits | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Visa Debit card | ✓ | ✓ | ✓ | | | ✓ | | | ✓ | ✓ |
| BPAY | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | ✓ | ✓ | ✓ |
| OSKO / NPP Payments | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | ✓ | ✓ | ✓ |
| Internet Banking | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | View only | ✓ | ✓ | ✓ |
| Mobile App | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | View only | ✓ | ✓ | ✓ |
| Phone Banking | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Third party costs debited | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | ✓ | ✓ | ✓ |
| BankWAW fees and charges | | | | | ✓ | ✓ | | | ✓ | ✓ |
| CBP eligible | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Max daily cash withdrawal | \$3,000 | \$1,000 | \$3,000 | \$0 | \$0 | \$3,000 | \$1,000 | \$1,000 | \$3,000 | \$3,000 |

Table 2: Fees and charges for discontinued products

| Account Type | S1 Oncall Saver | S2 Star Saver | S3 Business Transact | S4 Visa Debit Account | S5 Christmas Club | S6 myGoal | S9 Money Manager | S10 Savings Investment | S11 / S12 Retirement Plus | S13 Community Care |
|--|--------------------|------------------|-------------------------|--------------------------|----------------------|--------------------|---------------------|---------------------------|------------------------------|-----------------------|
| Monthly access fee | N/A | N/A | \$8.00 | \$2.00 | N/A | N/A | N/A | N/A | N/A | N/A |
| Online internal / external payee transfers | Unlimited | Unlimited | Unlimited | Unlimited | Unlimited | Unlimited | Unlimited | Unlimited | Unlimited | Unlimited |
| Over the counter deposits | Unlimited | Unlimited | 2 Free then \$0.75 | Unlimited | Unlimited | Unlimited | Unlimited | Unlimited | Unlimited | Unlimited |
| Over the counter assisted payments / withdrawals | 3 free then \$2.00 | Unlimited | 3 free then \$2.00 | 3 free then \$2.00 | 3 free then \$2.00 | 3 free then \$2.00 | 3 free then \$2.00 | 3 free then \$2.00 | 3 free then \$2.00 | Unlimited |
| Direct debit | \$0.40 | N/A | \$0.40 | \$0.40 | \$0.40 | \$0.40 | \$0.40 | \$0.40 | \$0.40 | Free |
| BPAY | \$0.40 | N/A | \$0.40 | \$0.40 | \$0.40 | \$0.40 | \$0.40 | \$0.40 | \$0.40 | Free |
| EFTPOS (withdrawal or rejection) | 2 free then \$0.60 | N/A | 2 free then \$0.60 | 2 free then \$0.60 | N/A | N/A | 2 free then \$0.60 | 2 free then \$0.60 | 2 free then \$0.60 | Free |
| Paper statement | Free | Free | Free | Free | Free | Free | Free | Free | Free | Free |

Table 2: Fees and charges for discontinued products (cont)...

| Account name | S14 Disability Support | S15 Youth Transact | S18 Club & Community Transact | S19 Club & Community eSaver | S20 eSaver | S21 eAccess | S22 School Star Saver | S25 Youth eSaver | S30 Line of Credit | S40 Offset |
|--|------------------------------|--------------------------|--|--------------------------------------|---------------|----------------|-----------------------------|---------------------|--------------------------|--------------------|
| Monthly access fee | N/A | N/A | N/A | N/A | N/A | \$5.00 | N/A | N/A | N/A | N/A |
| Online internal / external payee transfers | Unlimited | Unlimited | Unlimited | Unlimited | Unlimited | Unlimited | Unlimited | Unlimited | Unlimited | Unlimited |
| Over the counter deposits | Unlimited | Unlimited | Unlimited | Unlimited | Unlimited | \$0.75 | Unlimited | Unlimited | Unlimited | Unlimited |
| Over the counter assisted payments / withdrawals | Unlimited | Unlimited | Unlimited | Unlimited | \$2.00 | \$2.00 | Unlimited | Unlimited | 3 free then \$2.00 | 3 free then \$2.00 |
| Direct debit | Free | Free | Free | N/A | \$0.40 | Unlimited | N/A | Free | \$0.40 | \$0.40 |
| BPAY | Free | Free | Free | Free | \$0.40 | Unlimited | N/A | Free | \$0.40 | \$0.40 |
| EFTPOS (withdrawal or rejection) | Free | Free | Free | N/A | N/A | Unlimited | N/A | N/A | 2 free then \$0.60 | 2 free then \$0.60 |
| Paper statement | Free | Free | Free | Free | Free | Free | Free | Free | Free | Free |

Debiting of fees and charges

Transaction based fees and charges and cheque fee charges are debited to the account on the last day of each month. Direct charge fees by third-party ATMs are debited to the account at the time of acceptance. Non-standard fees and charges are generally debited to the account at the time of relevant activity.

Account transfers

BankWAW offers a fee-free Star Saver account for children ages 0-12. At the account holder's 13th birthday, this account will automatically be transferred to a fee-free S58 Youth Saver account.

The Youth Transact and Youth Saver accounts are free accounts for young people ages 13 to 25. On the account holder's 26th birthday these accounts are transitioned from:

- S15 Youth Transact to S55 Everyday Transact
- S25 Youth Saver to S51 Everyday Saver

These accounts will revert to the standard fee structure for each account type at that time.

Staff assisted transactions in Service Centres

BankWAW will charge a fee of \$2.00 per transaction for any of the following (unless specified)

- Over the counter Electronic Funds Transfers
- Ongoing / regular external transfers
- Over the counter cash withdrawals
- Over the counter BPAY transactions

Direct charging at third-party ATMs

If you use an ATM that is operated by a third-party (including international), you may see the charge for using that ATM on the screen before you decide whether to proceed with the transaction. This is not a WAW transaction fee. If you decide to accept that fee, it will be separately debited to your account at the time of the transaction and will be shown on your statement.

Customer Benefit Program

The BankWAW Customer Benefit Program (CBP) is a discontinued scheme that rewards customers based on the amount of banking they have with BankWAW.

Each month the average balances of all eligible savings, term deposit and loan products are calculated to form an average aggregate account balance.

This balance is then matched to a corresponding benefit (refer table 1), which is used to rebate eligible transaction fees generated by the account for that month.

The benefit is proportionally applied to your account, based on the products types held by the account holder and transaction activity of these products during the month.

The following discontinued products are eligible for CBP rebates.

- S1 – OnCall Saver
- S2 – Star Saver
- S3 – Business Transaction Account
- S4 – Visa Debit Account
- S5 – Christmas Club Account
- S6 – myGoal Account
- S9 – Money Manager
- S10 – Savings Investment
- S11/S12 – Retirement Plus
- S13 – Community Care
- S14 – Disability Support
- S15 – Youth eSaver
- S18 – Club & Community Transact
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- S20 – eSaver
- S21 – eAccess
- S22 – School Star Saves
- S30 – Line of Credit
- S40 – Offset Account

Account balance and benefits

The following benefits are applied dependent on the average aggregate account balance.

Table 3: Customer Benefit Program - Account aggregate balance/benefit

| Average aggregate balance | Benefit |
|---------------------------|---------|
| \$0.00 to \$5,000 | \$0.00 |
| \$5,001 to \$7,500 | \$2.50 |
| \$7,501 to \$10,000 | \$5.00 |
| \$10,001 to \$20,000 | \$7.50 |
| \$20,001 to \$50,000 | \$15.00 |
| \$50,001 to \$100,000 | \$35.00 |
| \$100,001 to \$150,000 | \$40.00 |
| \$150,001 to \$200,000 | \$50.00 |
| \$200,001 + | \$65.00 |

Benefits cannot be transferred to another account, exceed fees in any month or be accrued.

Non-Standard Fees and Charges

Non-standard fees and charges are not account specific and may apply across all account types, as appropriate.

There are fees that are not eligible for rebates under the CBP.

Table 4: The following non-standard fees and charges apply across all account types as appropriate

| Type | Application | Fee |
|---|---|---|
| Cheques* | | |
| Stop cheque request | When you ask us to stop a cheque | \$10.00 |
| Personal cheque fee | Payable when a cheque you have written is banked | \$1.50 |
| Cheque deposits by Business Accounts | When you deposit cheques in your Business Transact Account | \$0.50 |
| Dishonour fee – personal or business cheque | Insufficient cleared funds in your account, cheque returned to drawer | \$10.00 |
| Foreign currency cheque fee | When you deposit a foreign currency cheque to your account | Convera will charge you \$5.00. BankWAW will charge you \$10.00 |

*** BankWAW no longer offers personal or corporate cheque facilities from 31/01/2024**

Non-Standard Fees and Charges (cont.)

| Type | Application | Fee |
|---|--|---------------------------------|
| International transactions | | |
| International ATM enquiry | When you check your account balance overseas | \$1.00 |
| International ATM withdrawal | When you withdraw cash at an ATM overseas | \$3.00 |
| International fee | Charged on any foreign currency transaction converted into Australian dollars, payable at the time the currency conversion is made | 2.75% |
| Other | | |
| Assistance Request fee | Provision of assistance relating to accounts data, accounts management or banking arrangements not otherwise specifically addressed in the schedule of fees and charges. | \$50 per hour (min fee \$20.00) |
| Bank Audit Certificate fee | When you ask us to provide a Bank Audit Certificate | \$30.00 |
| Card replacement fee - Visa Debit card | When you request a replacement Visa Debit Card | \$10.00 |
| Deposit books | When you request an additional deposit book | \$7.50 |
| Dishonour fee - direct debit, BPAY, periodic payments | Insufficient cleared funds in your account | \$10.00 |
| Electronic Payment Trace | When you request an external transaction be traced | \$30.00 |
| Foreign cash | When you purchase foreign cash | 1% of order value in SAUD |
| Large cash withdrawals | Payable if you request a cash withdrawal totalling \$5,000 or more | Price on application |
| Inactive account fee | Where your account has not been transacted upon for a period of 12 months or more | \$20.00 |
| Overdrawn account | When you have overdrawn funds and your account is in debit | \$10.00 |
| Real Time Gross Settlement | SWIFT - inward transfer (RTGS) | \$10.00 |
| Real Time Gross Settlement | SWIFT - outward transfer (RTGS) | \$15.00 |
| Real Time Gross Settlement | SWIFT - inward transfer from Centrelink | \$10.00 |
| Statement request | A request to provide a copy of your statement or a statement on a passbook account | \$2.00 per statement |
| Stop payment request | When you ask us to stop an electronic payment | \$5.00 |



BankWAW Head Office

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Internet Banking

web: bankwaw.com.au

Phone Banking

tel: 1300 361 766

Contact Centre

tel: 1300 368 555

VISA Hot-line

tel: 1800 648 027

24 hour service for lost or stolen cards

Internal Dispute Resolution

Complaints Officer - BankWAW

PO Box 568 Wodonga VIC 3689

email: info@bankwaw.com.au | **web:** bankwaw.com.au

Phone: 02 6022 8445 or AH 1300 368 555 | **Fax:** 02 6022 8401

External Dispute Resolution

Australian Financial Complaints Authority

GPO Box 3 Melbourne Vic 3001

tel: 1800 931 678 | **email:** info@afca.org.au | **web:** afca.org.au

BankWAW is the registered business name held by WAW Credit Union Co-operative Ltd.
Effective 4 April 2024