

# Interest, Fees and Charges Brochure

## Business Accounts

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# TCU Interest Fees and Charges

We provide financial services to remote communities where most other financial institutions do not operate. The costs associated with providing banking services to these communities is very high and in order to help cover these costs we must charge fees for the services that we provide.

This guide shows what Interest and Fees are charged to accounts to assist you to use your account in ways that reduce the fees you are charged.

## IMPORTANT INFORMATION

Information in this brochure is current as at the Version date. All interest rates, fees and charges are subject to change. To become a member, applicants are required to purchase a redeemable \$2.00 share which is refundable on closure of the membership. This brochure provides information about Traditional Credit Union's Business Accounts and service fees to assist you to make an informed decision about these products. You should also read our Account and Access Facility Terms and Conditions Brochure before taking a product.

## 1. Our Accounts

### Business Account Interest Rates and Fees

	S24 Low Usage Plan	S25 Medium Usage Plan	S26 High Usage Plan	S28 Benevolent Account
Monthly Fee – Refer note 1	\$10	\$50	\$100	Nil
Monthly transaction value	\$15	\$75	\$150	Nil
<b>Transaction fees</b>				
Electronic — BPAY, Direct debit, Outward direct credit	\$0.20	\$0.20	\$0.20	Nil
Cheque Deposits (each cheque)	\$0.60	\$0.60	\$0.60	Nil
Branch – Cash Withdrawals and Transfers	\$1.00	\$1.00	\$1.00	\$5.00
<b>Interest rates - Refer Note 2</b>				
\$0 – \$19,999	0.01%			
\$20,000 – \$49,999	0.05%			
\$50,000 – \$99,999	0.05%			
\$100,000 – \$249,999	0.10%			
\$250,000 – \$499,999	0.10%			
\$500,000 plus	0.10%			
Debit Interest Rate	18.00%			

**Note 1** - You will pay the monthly fee, but get the transaction value worth of fees included free in the month – anything over the monthly transaction value will be charged as per transaction fees above

**Note 2** – Tiered Interest is calculated on the whole balance, calculated daily and paid monthly on the last day of the month for all Business accounts.

## Our Accounts General Fees

Account General Fees	Amount
Dishonour Fee (Returned direct debit or cheque)	\$30.00
Overdrawn Account fee	\$20.00
Periodical Payment fee	\$5.00
Overseas Cheque Processing (Plus other bank costs)	\$40.00
Corporate Cheque	\$6.50
Periodical Payment dishonour	\$5.00
Statement Copy (per page)	\$2.00
Cheque collection fee (per cheque) excludes S24, S25 and S26 Accounts	\$0.20
Audit Letter (per account)	\$10.00
Dormant account fee (monthly)	\$10.00
Voucher Retrieval (per hour)	\$20.00
Coin Deposit	10% of total
Transaction Trace / Recovery Fee	\$25

## 2. Term Deposits

A minimum deposit of \$500 is required to open a Term Deposit.

### Interest Rates

Term deposit Interest rates are available on request. Interest is paid at maturity.

### Term Deposit Early Withdrawals

Early withdrawal of a Term Deposit will incur an interest rate penalty. The interest rate payable will be reduced to the S1 account interest rate on the amount withdrawn.

For example:

If you withdraw \$200 from your Term Deposit and the interest rate is 3.00% then you will only earn 0.01% on the \$200 withdrawn. The balance will remain at 3.00% provided there are no further withdrawals. Terms and Conditions apply.

## 3. General information

### Changing the Conditions

TCU may change the conditions at any time. For example we can change:

- interest rates and the way we calculate interest
- fees and charges
- when we charge or pay interest

TCU will give you the period of notice required as set down by the relevant law. If no period of notice is needed, we can make changes immediately and you might not be told of these changes before they happen.

We can give you notice in any way permitted by law. This includes:

- advice on or with your statement
- press advertisement in local or national media
- in writing

## Change of Details

You must advise us immediately if you change your phone number or address by mail, telephone, in person, email, or by fax. For changes to your name we will need documented proof of the change.

If we write to you at the last address you gave us, it is accepted that the mail is delivered and received by you.

## Copies of Documents

At your request, we will send you a copy of any of the following documents relating to a product or facility you have, or have had, with us:

- loan application
- contract (including any Terms and Conditions/Fees and Charges booklet that make up part of the contract)
- security document
- statement of account
- notice previously given by your institution to the member/customer about exercising your rights (e.g. a default notice).

## Privacy

TCU recognises the importance of your privacy. We understand your concerns about the security of your personal information and we are committed to protecting it. TCU's Privacy Policy document is available at our branches or at [tcu.com.au](http://tcu.com.au).

## Lodge a Complaint and Complaints Resolution

### Internal Dispute Resolution Process

Frequently, complaints are simple cases of confusion or misunderstanding which can be sorted out to everybody's satisfaction very quickly.

However, not all complaints can be dealt with quickly. Our supervisor or manager will advise you if he or she is unable to resolve your complaint by the next business day. Our aim is to have your complaint resolved within 14 days, although in more complex cases we may need up to 30 days.

If the complaint is credit related we will resolve your complaint within 21 days.

We may take more time though if there are complex circumstances or circumstances beyond our control causing a delay, or if we need more information from you. If this is the case, we will advise you in writing within 30 days of receiving your complaint (or 21 days for certain credit-related complaints) and let you know when you can expect an outcome.

If you want to make a complaint, contact us and indicate you would like to make a complaint or visit our Website. Our staff must advise you of our complaint handling process and the expected time frame for handling your complaint ("Internal Dispute Resolution Process")

### External Dispute Resolution Process

If you are not satisfied with the outcome of our Internal Dispute Resolution Process or if we are not able to resolve your complaint to your satisfaction within 30 days or 21 days if the complaint is credit related, then you may escalate your complaint as below.

If your complaint relates to a breach of the Customer Owned Banking Code of Practice and you have not suffered loss or detriment, you can report it to the Compliance Manager of the Code Compliance Committee on local call: 1300 780 808.

For all other complaints, you may refer the matter to the Australian Financial Complaints Authority (AFCA):

Australian Financial Complaints Authority

GPO Box 3, Melbourne VIC 3001

Free call: 1800 931 678

Email: [info@afca.org.au](mailto:info@afca.org.au)

## Customer Owned Banking Code of Practice

Traditional Credit Union Limited subscribes to the Customer Owned Banking Code of Practice.

The Customer Owned Banking Code of Practice is the industry code of (Customer Owned Banking Association), the association of mutual banks, building societies and credit unions. Credit unions and mutual building societies are owned by our members — this is what being a mutual means. As such, we are focused on member-benefit, community involvement, fairer fees and customer service.

Credit unions and mutual building societies already comply with a range of regulatory requirements including:

- responsible financial management requirements (under the Banking Act 1959 and our regulation by the Australian Prudential Regulation Authority)
- corporate and financial services' licensing, advice and training, and disclosure regulation (under the Corporations Act 2001 and our regulation by the Australian Securities and Investments Commission)
- consumer credit laws and, from July 2010, credit licensing obligations
- privacy, fair trading and other Commonwealth, State and Territory legislation

This Code establishes higher standards than the law requires in a range of areas, and addresses issues not addressed by the law. In adopting this Code, mutual building societies and credit unions agree to abide by the higher standards and additional requirements set out in the Code.

If you believe we have breached the Customer Owned Banking Code of Practice, you can also make a complaint to us.

## Financial Claims Scheme

The Financial Claims Scheme (FCS) is an Australian Government scheme that provides protection to deposits in banks, building societies and credit unions, and to policies with general insurers in the unlikely event that one of these financial institutions fails.

The FCS can only come into effect if it is activated by the Australian Government when an institution fails. Once activated, the FCS will be administered by the Australian Prudential Regulation Authority (APRA).

For more information visit [www.fcs.gov.au](http://www.fcs.gov.au)

## The Code Compliance Committee

The Code Compliance Committee ('the CCC') was established in July 2009 to ensure credit unions and mutual building societies ('Mutuals') that have adopted the Customer Owned Banking Code of Practice ('the Code') meet the standards of good practice set out in the Code.

The CCC investigates complaints that the Code has been breached and monitors Mutuals' compliance with the Code through compliance activities such as mystery shopping, surveys and compliance visits. The CCC is an independent, three-member committee, established in accordance with the Code. The job of the CCC is to ensure that subscribers to the Code are meeting the standards of good practice that they promised to achieve when they signed up to the Code. The CCC is made up of an independent chairperson, a representative from the mutual banking industry and a consumer representative.

If your complaint was in relation to a breach of the Customer Owned Banking Code of Practice and does not involve a claim that you have suffered loss or detriment, you can report it to the Code Compliance Manager:

Compliance Manager  
Code Compliance Committee Free Call: 1300 780 808

## How to Contact Us

If you wish to contact us, would like to provide feedback or have a complaint please contact us by:

- Phoning us:** 8999 0777
- Writing to us:** PO Box 40425 Casuarina NT 0811
- Emailing us:** [info@tcu.com.au](mailto:info@tcu.com.au)
- Visit a TCU branch**
- Visiting our Website:** [www.tcu.com.au](http://www.tcu.com.au)

Lost or Stolen CUECARDS and VISA DEBIT CARDS after hours HOTLINE 1800 621 199 in Australia or +61 2 9959 7480 from Overseas.