

# Interest, Fees and Charges Brochure

## Personal Savings & Term Deposit 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 Personal Savings and Investment 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. Savings Accounts

### Savings Account Interest Rates

Account	Interest Rate – Refer note 1	Interest Payable
Everyday Account – S1 \$0 to \$999.99 \$1000 and over	0.01% 0.10%	Monthly Last Day of Month
Budget Account – S2	0.05%	Monthly Last Day of Month
Christmas Club Account – S3 \$0 to \$999.99 \$1000 and over	0.10% 0.25%	Annually 30th November
Family / Clan / Group Account – S4 \$0 to \$9999.99 \$10000 and over	0.01% 0.05%	Monthly Last Day of Month
Student Account – S6 \$0 to \$999.99 \$1000 and over	0.01% 0.10%	Monthly Last Day of Month
Child Account – S9 \$0 to \$999.99 \$1000 and over	0.01% 0.10%	Monthly Last Day of Month
Basic Account – S10	Nil	Monthly Last Day of Month
Debit interest on accounts	Nil	Monthly Last Day of Month

#### Note 1 – Tiered Interest

Tiered interest is calculated on the Part balance for S1, S3, S6 and S9 accounts and calculated on the Whole balance for S4 accounts.

## Savings Account Fees

Account type	S1 Savings	S2 Budget	S3 Christmas Club	S4 Family / Clan / Group	S6 Student	S9 Child	S10 Basic
Account Service Fee	\$5.00 weekly	Nil refer note 1 otherwise \$10.00 monthly	Nil	Nil	Nil refer note 2	Nil Refer note 5	Nil Refer note 3 for eligibility
Cash Withdrawal at branch	Nil	\$5.00	\$5.00 refer note 4	\$5.00	Nil	Nil	\$5.00
Transfer at Branch	Nil	Nil	Nil	Nil	Nil	Nil	\$5.00
TCU Owned ATM Withdrawal	Nil	Nil	N/A	N/A	Nil	Nil	Nil
TCU Owned ATM balance enquiry	Nil	Nil	N/A	N/A	Nil	Nil	Nil
TCU Owned ATM declined transaction	Nil	Nil	N/A	N/A	Nil	Nil	Nil
Internet Banking transaction	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Phone Banking transaction	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Mobile banking app transaction	Nil	Nil	Nil	Nil	Nil	Nil	Nil
BPAY transaction	Nil	Nil	Nil	Nil	Nil	Nil	Nil
EFTPOS transaction	\$2	\$2	N/A	Nil	Nil	Nil	Nil
Non TCU Owned ATM Withdrawal	\$3	\$3	N/A	N/A	\$3	\$3	\$3
Non TCU Owned ATM balance enquiry	\$1.25	\$1.25	N/A	N/A	\$1.25	\$1.25	\$1.25
Non TCU Owned ATM declined transaction	\$2	\$2	N/A	N/A	\$2	\$2	\$2

### Note 1: Budget Accounts

If an account balance of \$250 or more is maintained in the account for the whole month the Account Fee is reduced to Nil for that month.

### Note 2: Student Account

For students aged between 13 and 18 inclusive, the Account Fee is Nil. When the student turns 19 years of age the account will default to a S1 account or, if eligible, a S10 account unless another account has been requested.

### Note 3: Basic Account

You must be a recipient of an \*eligible Centrelink benefit and have your payment credited to the Account. If no eligible payment is received for 6 weeks (3 payments) you will cease to qualify for this Product and your Account will be transferred to a S2 Account. \*Eligible Centrelink benefits are Pension, Newstart or Youth Allowance.

### Note 4: Christmas Club Account

No withdrawal fees are charged between 1 November and 31 December annually on Christmas Club Accounts.

### Note 5: Child Account

For children from birth to age 12. When the child turns 13 the account will be reverted to a S6 Student account.

## 2. Term Deposits

A minimum deposit of \$500.00 is required to open a Term Deposit.

### Interest Rates

Term deposit Interest rates are available on request. Interest is paid at maturity. Interest is not calculated on the first day the investment is made, but calculated on the day of maturity.

### Term Deposit Early Withdrawals

Early withdrawal of a Term Deposit may incur an interest rate penalty. The interest rate payable may, at our discretion, be reduced to the S1 account interest rate on the amount withdrawn (refer 1. Savings Accounts *above*).

For example:

If you withdraw \$1,000 from your Term Deposit and the interest rate is 1.25% pa then you will only earn 0.50% pa on the \$1,000 withdrawn for the period the funds were invested. The balance will remain at 1.25% provided there are no further withdrawals (refer Account Information and Access Facility Terms and Conditions for further information).

## 3. General Fees

Account General Fees	Amount
Replacement Cuecard or Visa Debit card	\$10.00
Dishonour Fee (Returned direct debit or cheque )	\$30.00
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)	\$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

## 4. Tips for Reducing Fees

There are a number of ways you can reduce or avoid fees and charges when using your Traditional Credit Union accounts.

- You should choose the account best suited to your transaction needs.
- If you have more than one TCU account consider consolidating your accounts to reduce fees. Our staff can assist you to do this.
- Use Telephone banking, Internet banking or our TCU Mobile Money App to check your account balance, make payments or transfers and pay bills 24/7 every day of the year.
- Only check balances or withdraw cash from TCU ATM's or branches.
- Pay with cash for shopping /groceries, rather than using your cards.
- Pay bills using BPAY® or by automatic debit from your account.
- Avoid dishonour fees by keeping enough money in your account to cover direct debits.

## 5. 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).

## **Fraudulent Conduct**

We are not liable for any loss or damage caused to you by a person(s) authorised to operate on your account. TCU will only be liable where it arises from fraudulent conduct by our agent or employee or under statute or the ePayments Code.

## **Appropriate use of services**

You agree TCU may delay, block or refuse to make a payment if TCU believes on reasonable grounds that making the payment may breach any law in Australia or any other country. TCU will incur no liability to you if it does so.

## **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.

## 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

## 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)

## 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:** Locate Us - [www.tcu.com.au](http://www.tcu.com.au)  
**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.