



100 Queen Street
Melbourne Vic 3000
www.anz.com

ANZ Exception Fees Policy Consumer Transaction and Savings Products

For Access Advantage, Access Select, Access Basic, Access Deeming, Progress Saver, Premium Cash Management, Prime Cash Management, Home Loan Interest Saver, ANZ One, and Equity Manager

This Policy sets out our commitments to you with regard to honour fees¹, dishonour fees and periodical payment non-payment fees², collectively called exception fees, that apply to ANZ transaction accounts.

1. **Full disclosure**—we will ensure clear and simple information about the exception fees that apply to your transaction account is provided to you when you open your account and is always available on www.anz.com
2. **Keeping fees simple**—ANZ will charge one single flat amount for all exception fees (except for ANZ Access Basic accounts where a reduced fee applies)
3. **Helping you avoid these fees**—ANZ will provide you with information and options to help you avoid these fees, including:
 - a. The option to switch off the ability to overdraw your account via ANZ Phone and Internet Banking, EFTPOS and ATM so that withdrawals via these methods which exceed available funds in your account may be declined
 - b. Notification to you in writing when you incur an honour fee to explain the fee and suggest alternatives for avoiding these fees in the future
 - c. ANZ Assured which provides you the safety net of a \$500 overdraft limit on your account for \$5 per month plus interest charged on the amount of credit (subject to ANZ's normal credit criteria)
4. **Applying these fees fairly**
 - a. You will not have to pay for the first exception fee you incur if you contact us to discuss it and the options to avoid the fee in the future
 - b. You will not incur an honour fee if your account was overdrawn as a result of another fee ANZ has charged you
 - c. You will not be charged more than one honour fee per day per account
 - d. You will not be charged an inward dishonour fee
 - e. A concessional fee of \$10 applies on ANZ Access Basic Accounts

¹ Honour fees—an honour fee is charged when ANZ uses its discretion to allow you to make a payment or withdrawal even though there are insufficient funds in your account to cover that payment, or if your overdraft limit has been exceeded. By allowing you to make the payment or withdrawal, we may help to eliminate the inconvenience associated with having a transaction declined.

² Dishonour and periodical payment non-payment fees—in some cases ANZ may be unable to make a payment on the account due to a lack of cleared funds, such as when a cheque, direct debit or periodical payment is processed, in these cases ANZ will decline the payment and charge a dishonour or periodical payment non-payment fee.