

ANZ Personal Banking

ACCOUNT FEES AND CHARGES (EFFECTIVE 29 JUNE 2010) | 07.10



Thank you for banking with ANZ. We are proud of our products, and believe they are amongst the best in the industry. Many have received industry awards.

At ANZ we are committed to providing clear, concise and transparent information about our products and our fees and charges.

This booklet sets out our main fees and charges for our products for personal customers. It also includes information on fee exemptions and concessions available to our customers.

We hope that this booklet will meet your needs. If you want to know more about our products and services, please phone us on 13 13 14 or visit your local ANZ branch.

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This booklet forms part of the Terms and Conditions for:

- Saving & Transaction Products
- Private Term Placement & Private Cash Account

Some common fees for consumer lending and credit cards are also included. Other fees and charges may apply. Please see the 'ANZ Personal Banking General Fees and Charges' booklet.

ANZ Everyday Accounts

Account fees and charges

	Monthly Account Service Fee	Minimum balance	ANZ Transactions included per month (see note 5)	Fees charged for additional ANZ Transactions (see note 5)
ANZ Access Advantage	\$5	Does not apply	Unlimited ANZ Transactions	Nil
ANZ Access Select	\$2	Does not apply	6 free Electronic Transactions	Staff Assisted \$2.50 Electronic 50 cents Cheque 50 cents Internet Banking free
ANZ Premium Cash Management	Nil	\$1,000 (\$10,000 opening balance needed)	5 free ANZ Transactions	
ANZ Extras Package (avail. early 2010)	\$18	Does not apply	Unlimited ANZ Transactions	Nil
ANZ Prime Cash Management (see note 1)	Nil (see note 2)	\$5,000	Unlimited ANZ Transactions	Nil
ANZ V2 PLUS	Nil	\$5,000	5 free ANZ Transactions	Staff Assisted \$2.50 Electronic 50 cents Internet Banking free
ANZ Progress Saver	Nil	\$10	1 free ANZ Transaction	Staff Assisted \$2.50 Electronic \$1.00 Internet Banking free
ANZ Passbook Savings	Nil (see note 3)	\$2,000	2 free ANZ Transactions (Unlimited ANZ Transactions with Seniors' Privilege)	Staff Assisted \$2.50
ANZ Access Basic (see note 1)	Nil	Does not apply	Unlimited ANZ Transactions	Nil
ANZ Access Deeming (see note 1)	Nil	Does not apply	Unlimited ANZ Transactions	Nil
ANZ Access Limited	\$6	Does not apply	Unlimited ANZ Transactions	Nil
ANZ Online Saver	Nil	Does not apply	Unlimited ANZ Phone Banking transactions, ANZ Internet Banking transactions, ANZ ATM balance enquiries and ANZ ATM funds transfers from your linked ANZ account (see note 4)	Nil

Offset accounts and Lines of Credit

ANZ One	\$10	Does not apply	Unlimited ANZ Transactions	Nil
ANZ Equity Manager	Nil	Does not apply	Unlimited ANZ Transactions	Nil

See page 16 for accounts no longer available.

Note 1 – certain qualifying criteria and account opening requirements apply to this account. See the 'ANZ Saving & Transaction Products Terms and Conditions' booklet.

Note 2 – if the average account balance falls below the specified minimum in any month, we will charge a monthly account service fee of \$5 for that month.

Note 3 – if the account balance falls below the specified minimum on any day of the month, we will charge a monthly account service fee of \$6.

Note 4 – with this account, ANZ ATM balance enquiries and ANZ ATM funds transfers from your linked ANZ account can only be made via ANZ ATMs in Australia.

Note 5 – excludes the fees and charges that are listed on pages 7-8 of this booklet.

Please read the following pages for Definitions, Concessions and Eligibility criteria.

Definitions

Monthly Account Service Fee

A set fee we charge each month for managing and maintaining your account.

Additional Transaction Fee (formerly Excess Withdrawal fee)

Applies once you have fully utilised your free transaction quota. The fee is aggregated and charged to your account monthly based on the number and type of additional transactions.

ANZ Transactions

Includes Staff Assisted Transactions, Electronic Transactions, Cheque Transactions, Internet Banking Transactions and Phone Banking Transactions but excludes any of the fees and charges that are listed on pages 7-8 of this booklet or in the 'ANZ Personal Banking General Fees and Charges' booklet.

Fee Charging Date

If account service or additional transaction fees apply to your account, they will be charged to your account monthly based on the opening date of your account, unless we advise you of another date. If you are entitled to a set number of free transactions on your account, they will be applied to your account monthly based on the account opening date of your account, unless we advise you of another date.

Staff Assisted Transactions

A cash withdrawal or transfer from one ANZ account to another ANZ account made over the counter at an ANZ branch, including cheques written by you that are cashed by you or another person, but excluding any of the fees and charges that are listed on pages 7-8 of this booklet.

Electronic Transactions

- A cash withdrawal or transfer from one ANZ account to another ANZ account at an ANZ ATM in Australia.
- A cash withdrawal or purchase made via EFTPOS within Australia (including using an ANZ Access Visa Debit card), and purchases made online or over the phone.
- A transfer from one ANZ account to another ANZ account via ANZ Phone Banking and BPAY® Bill Payments via ANZ Phone Banking.

Cheque Transactions

A cheque withdrawal (not staff assisted).

Internet Banking Transactions

A transfer from an ANZ account to another Australian-domiciled bank account (including non-ANZ accounts) via ANZ Internet Banking including BPAY® Bill Payments and Pay Anyone transactions but excluding international fund transfers.

Phone Banking Transactions

A transfer from one ANZ account to another via ANZ Phone Banking.

Associated account fees and charges

As an ANZ customer we do not charge you ATM fees for:

- Balance enquiries
- Withdrawals from non ANZ ATMs (however you may have to pay a fee to the operator).

Overseas ATM transaction fee (see note 6)

- Balance enquiry **Free**
- Withdrawal in a foreign currency (per withdrawal) **\$5 + 3% of value**

Overseas transaction fee (see note 7)

Any foreign currency transaction charged to your account where the merchant or financial institution accepting the card is located outside of Australia. **3% of value**

Transactions at non-ANZ ATMs and overseas EFTPOS transactions do not count towards your monthly free transaction quota.

* Registered to BPAY Pty Ltd ABN 69 079 137 518

Note 6 – for using an ATM overseas, the overseas transaction fee is calculated on the value of the withdrawal or transaction and any fee charged by the ATM operator.

Note 7 – no charge for point-of-sale refunds.

Dishonour fee

- Charged to your account on the day of the dishonour, when any payment on your account (including cheque, direct debit and recurring transactions) is dishonoured due to lack of cleared funds in your account. \$6
- Dishonour fee – ANZ Access Basic \$0
- Dishonour fee – ANZ Access Limited \$0

Overdrawn fee (also referred to as Honour fee)

- Payable for each ANZ Business Day when the balance of your Informal Overdraft facility is more than \$50 (up to a total of ten ANZ Business Days and a maximum amount of \$60 per calendar month). \$6
- Overdrawn fee – ANZ Access Basic \$0
- Overdrawn fee – ANZ Access Limited \$0

Interest on Informal Overdraft amounts and other overdrawn amounts

- If you have a Personal Overdraft or an ANZ Assured attached to your account – the Annual Percentage Rate is quoted in your Letter of Offer.
- For all other accounts – ANZ Retail Index Rate plus a margin of 8.5% per annum (see note 8).

The ANZ Retail Index Rate is published on anz.com and each week in the Australian Financial Review.

Periodical payments

- Non-payment fee \$6
(No fee is payable for ANZ Access Basic and ANZ Access Limited)
- You can stop or alter a periodic payment up to two days before the payment is due to be made.

Exemptions and Concessions

You can apply for us to waive the monthly account service fee on one nominated ANZ Access Advantage account if any of the following apply:

- ✓ You are under 18.
- ✓ You are 60 or over.
- ✓ You are a full-time student at an Australian educational institution (you will need to apply each year).
- ✓ You receive a disability support pension or mobility allowance from Centrelink.
- ✓ You have an eligible ANZ Home Loan, ANZ Residential Investment Loan or ANZ Portfolio facility (see note 9) and have your salary paid into your ANZ account.
- ✓ You have a total of \$50,000 or more in one or more of the following personal ANZ accounts – Access Advantage, Access Select, Passbook Savings, Premier Cheque, Premium Cash Management, Progress Saver, Term Deposit, Online Saver or V2 PLUS (see note 10).

If you are aged under 18, you may apply for a waiver of ANZ Transaction Fees on your ANZ Progress Saver account.

Concessions at rural branches and agencies

At some rural branches and agencies where there is no ANZ ATM in the local area, the free monthly transactions can all be carried out at the branch, as long as they are withdrawals made with a card.

Extra card withdrawals at the branch will be charged at the rate for electronic transactions. This concession is available on all card-based products listed on page 4 (except V2 PLUS).

Note 9 – loans not eligible include ANZ Simplicity PLUS, ANZ Money Saver (no longer sold), ANZ Easy Start (no longer sold) and ANZ Interest-in-Advance Residential Investment Loans. Only one nominated ANZ Access Advantage account fee waived per ANZ Portfolio, not based on sub-accounts.

Note 10 – does not include the ANZ Business Online Saver or Intermediary V2 PLUS accounts.

Note 8 – this does not apply to mortgage offset and Equity Manager accounts where interest is charged at the ANZ Retail Index Rate plus a margin of 4% per annum.

ANZ Credit Card Accounts

Annual fees and reward fees

Type of card	Annual Account Fee	Annual Fee Linked*	Annual Rewards Fee (Optional)
ANZ Low Rate MasterCard®	\$58	\$58	–
ANZ First Free Days	\$30	\$26	\$22
ANZ First Low Interest	\$26	\$22	\$22
ANZ Free Days MasterCard	\$26	\$22	–
ANZ Low Interest MasterCard	\$26	\$22	–
ANZ Gold	\$87	\$87	\$22
ANZ Visa PAYCARD	\$24	\$20	–

* If linked to an ANZ Access Account.

The \$22 Annual Rewards Program Services Fee for ANZ First and ANZ Gold (Sphere Rewards) is charged per card issued under the account.

Type of card	Annual Account Fee	Annual Rewards Fee	Total Fee
ANZ Frequent Flyer	\$40	\$55	\$95
ANZ Frequent Flyer Gold	\$140	\$55	\$195
ANZ Frequent Flyer Platinum	\$240	\$55	\$295
ANZ Rewards	\$34	\$55	\$89
ANZ Rewards Gold	\$74	\$55	\$129
ANZ Rewards Visa PAYCARD	\$10	\$22	\$32
ANZ Balance Visa	\$57	\$22	\$79

- An annual fee of \$10 plus an Annual Rewards Program Services Fee of \$55 per Additional Cardholder applies to the ANZ Rewards range of credit cards.
- An annual fee of \$10 plus an Annual Rewards Program Services Fee of \$55 per Additional Cardholder applies to all the ANZ Frequent Flyer range of credit cards.
- An annual fee of \$10, plus an Annual Rewards Program Services Fee of \$22 per Additional Cardholder applies to ANZ Balance Visa.
- The Rewards Program Services Fee includes 10% GST.

Cash advance fee

- Charged if you obtain a cash advance from your credit card account. An ATM operator fee may also apply.

ANZ Balance Visa

- 2% of the cash advance amount regardless of whether the account balance is in debit or in credit.
- For cash advances made overseas at an ATM, bank or ANZ office, the 2% fee will be calculated with reference to the cash advance amount, any ATM operator fee plus any Overseas Transaction Fee charged on the transaction.

ANZ Credit Card Accounts (excluding ANZ Balance Visa)

- The greater of 2% of the cash advance amount or a minimum fee as shown below.

Type of transaction	Minimum Fee
Overseas ATM & branch cash advances	\$4
Cash advances in Australia	\$0

(Cash Advance Fees are not charged on cash advances made overseas with a Gold or Platinum ANZ Credit Card.)

- If the account (based on transactions processed by ANZ) is in credit balance at the time we process the cash advance, the credit amount will offset the amount of the cash advance in the calculation of the 2% fee. Minimum fee for Overseas ATM & branch cash advances will apply.
- Some non-ANZ ATM's and overseas EFTPOS locations may in addition impose a surcharge or ATM operator fee.
- For cash advances made overseas at an ATM, bank or ANZ office, the 2% fee will be calculated with reference to the cash advance amount, any ATM operator fee plus any Overseas Transaction Fee charged on the transaction. Please see the 'ANZ Personal Banking General Fees and Charges' booklet for Overseas Transaction Fee description.

ANZ Visa PAYCARD and ANZ Rewards Visa PAYCARD Accounts

Type of transaction	Fee
Cash advance from an ANZ ATM within Australia	\$0
Cash advance from an ANZ branch within Australia	\$1.25
Cash advance from a non-ANZ ATM or non-ANZ branch within Australia	\$1.25
Cash advance from an ATM or bank overseas	\$4

Late Payment Fee \$20

- Charged to your credit card account if the “Minimum Monthly Payment” plus any amount “Payable Immediately” shown on the statement of account is not paid by the “Due Date” shown on that statement.
- No Late Payment Fee will apply if you hold an ANZ Access Basic Account.
- Charged to ANZ Visa PAYCARD and ANZ Rewards Visa PAYCARD accounts if the “Minimum Monthly Payment” plus any amount “Payable Immediately” shown on the statement of account is not paid in full by the “Due Date” shown on that statement.

Overlimit Fee

\$20

- Charged to your credit card account at the end of the “Statement Period” shown on the statement of account if we agree to provide an Informal Overlimit amount during that statement period. The Overlimit Fee is charged at a maximum of once per statement period. (Refer to the ANZ Credit Cards Conditions of Use for information about Informal Overlimit amounts).
- Ask us how you can avoid going over your credit limit by opting to have ANZ decline transactions (in most cases) that will take you over your credit limit. (Refer to the ANZ Credit Cards Conditions of Use for more information).
- No Overlimit Fee will apply if you hold an ANZ Access Basic Account.
- This fee does not apply to ANZ Visa PAYCARD and ANZ Rewards Visa PAYCARD accounts.

Balance Transfer Fee – ANZ Balance Visa only

- A 1% fee applies to balances transferred from a non-ANZ credit, charge or store card to an ANZ Balance Visa, unless we tell you otherwise. Interest is charged on the balance from the date we process the transfer.

ANZ Loan Accounts

Personal loans

Loan approval fee **\$150**

- Due when the loan is drawdown.
- We charge an extra \$125 if preparation of security is required.

Loan administration charge **\$30**

- Charged every three months, for the previous three months.

Personal overdrafts

ANZ Assured (\$500 or \$1,000 limit)

- No approval fee
- Credit facility fee **\$5 a month**
- We do not charge the credit facility fee for either the ANZ Access Select or Advantage account, or the ANZ One account, in the following circumstances.

Criteria	ANZ Access Select or Advantage	
	ANZ One	ANZ One
ANZ Standard Variable Rate Home Loan	✓ \$1,000 limit	✓ \$1,000 limit
ANZ Variable Rate Residential Investment Loan	✓ \$1,000 limit	✓ \$1,000 limit
ANZ Easy Start Home or Residential Investment Loan (no longer offered)	✓ \$1,000 limit	✓ \$1,000 limit
ANZ 1 Year Fixed Rate Home or Residential Investment Loan		✓ \$1,000 limit

ANZ Overdraft – loan approval fee

Amount of loan	Fee for an overdraft	Fee for a temporary overdraft (30 days or less)
Less than \$20,000	\$100	\$50
\$20,000 to \$49,999	\$200	\$100
\$50,000 and over	\$500	\$150

Credit facility fee (due every three months for the previous three months)

- Credit of less than \$20,000 **From \$50 to \$100**
- Credit of \$20,000 or more **Between 1-7% and 2-6% of your limit p.a.**

We will tell you the fee for your particular limit when you apply for it. We work the fee out on the daily credit limit.

Car loans

Loan establishment fee **\$250**

Loan administration charge **\$5 a month** (or an appropriate proportion for fortnightly or irregular payments)

Late payment fee **\$20**

- We charge this for every month during which all or part of the loan repayment has been unpaid for seven days or more.

Personal Accounts

Personal Accounts no longer offered

	Monthly Account Service Fee	Minimum monthly balance for no account service fee	ANZ Transactions included per month	Fees charged for additional ANZ Transactions
ANZ Cash Management Account	\$2.50	\$5,000	5 free	Staff Assisted \$2.50 Electronic 50 cents
ANZ Passbook Deeming Savings	\$6	\$2,000	2 free (see note below)	Staff Assisted \$2.50
ANZ Progress Home Saver	Nil	Does not apply	1 free	Staff Assisted \$2.50 Electronic \$1.00 Internet Banking free
ANZ Home Loan Interest Saver	Nil	Does not apply	Unlimited	Nil
ANZ Home Equity Loan	Nil	Does not apply	Unlimited	Nil

Note – extra 2 free withdrawals per year

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