

# ANZ APPROACH TO FEES FOR CONSUMER CREDIT CARDS

## **ANZ's approach to fees for ANZ Consumer Credit Cards**

At ANZ, we want to make your banking simpler. To ensure your everyday banking is simple and fair we are committed to helping you understand and avoid fees such as Overlimit<sup>1</sup> or Late Payment Fees<sup>2</sup>.

1. **Full disclosure**—we will ensure clear and simple information about the fees that apply to your ANZ credit card account is provided to you when you receive your card and is always available on [www.anz.com](http://www.anz.com)
2. **Keeping fees simple**—ANZ will charge one single flat amount for both Overlimit and Late Payment Fees (except for the fee waiver that applies for recipients of Government benefits who are holders of ANZ Access Basic accounts)
3. **Helping you avoid these fees**—ANZ will provide you with information and options to help you avoid these fees, including:
  - a. ANZ CardPay Direct, a facility to make your credit card payments automatically from a nominated Australian bank account
  - b. The option of electing not to exceed your credit card limit on electronically authorised purchases and cash transactions
  - c. Regular advice (if you incur these fees) on ways you can avoid them
4. **Applying these fees fairly**
  - a. You will not have to pay the first Overlimit or Late Payment Fee you incur if you contact us to discuss it and the options to avoid these fees in the future
  - b. You will not be charged more than one Overlimit Fee in any one monthly statement cycle
  - c. ANZ credit card customers who are recipients of Government benefits and also hold an ANZ Access Basic account will not incur an Overlimit or Late Payment Fee

1 Overlimit Fees are payable if a debit to your account would mean the outstanding balance exceeds your credit limit and because you and the debit both meet ANZ's criteria for the Informal Overlimit facility, ANZ has allowed the debit to be processed using the Informal Overlimit facility. Excluding ANZ Visa PAYCARD and ANZ Rewards Visa PAYCARD accounts.

2 Late Payment Fees are payable when your Minimum Monthly Payment is not paid by the Due Date shown on your statement of account.