

Transaction and Savings Account Fees and Charges Guide



Vanuatu Edition
Effective May 2022

This booklet forms part of the ANZ Transaction and Saving Accounts Terms and Conditions for the following accounts:

- Access Everyday Account
- Access Premium Account
- Pacific Savings Account
- Priority Cash Management Account
- Personal Cheque Account
- Business Cheque Account
- Negotiator Account
- Cheque Account Bearing Interest – Monthly
- Term Deposit
- Foreign Currency Call Account
- Foreign Currency Interest Bearing Term Deposit

This booklet details the standard service fees and charges for accounts listed above.

This booklet is not all-inclusive but covers the main banking account fees and charges at the time of publication. We have compiled this booklet to assist you in understanding the ANZ Transaction and Saving Accounts fees and charges that applies to the accounts listed above.

The ANZ Transaction and Saving Accounts Fees and Charges are reviewed regularly and ANZ reserves the right to change them.

Terms and conditions apply and are available at any ANZ branch or at anz.com/vanuatu.

Street Address:

ANZ House, Lini Highway, Port Vila, Vanuatu

Postal Address:

PMB 9003, Port Vila, Vanuatu

Banking hours:

9am – 3.30pm, Monday to Thursday (excl. Public Holidays)

9am – 4pm Friday (excl. Public Holidays)

Office Hours:

8am – 5pm, Monday to Friday (excl. Public Holidays)

Telephone numbers:

General Enquiries: (678) 26355

ATM issues/cardsv: Toll Free 081010 or +678 5543094

Website: anz.com/vanuatu

Email: vanuatu@anz.com

BSB No: 010982

SWIFT Code: ANZBVUVX

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1 Definitions

The following definitions apply unless otherwise stated:

“account” means an account to which these Terms and Conditions apply, being those listed inside the front cover of this booklet.

“ANZ” means ANZ Bank (Vanuatu) Limited and its successors and assigns.

“ANZ Internet Banking” means banking services provided via the Internet and accessible at www.anz.com/vanuatu

“fee charging date” means the date which the account service fees will be charged to your account. If account service fees apply to your account, they will be charged to your account on the last business day of each month or quarterly depending on your account type. If your account has an excess transaction threshold, the threshold will be applied to your account from the beginning of each calendar month or quarterly depending on your account type, unless ANZ advises you of another date.

“internet banking transactions” means a transfer from one account to another via ANZ Internet Banking including BillPay payments.

“account maintenance fee” means a set fee charged monthly or quarterly depending on your ANZ account type for ANZ to manage and maintain your account.

“non ANZ ATM transactions and overseas EFTPOS transactions” means ATM transactions that are made at an alternative bank’s ATM or EFTPOS transactions which are made internationally. Some overseas and non-ANZ ATM/EFTPOS locations may impose an additional fee.

“staff assisted transactions” means a cash withdrawal or transfer from one account to another or deposits made over the counter at an ANZ branch in Vanuatu, including cheques written by you that are cashed by you or another person and electronic merchant settlements into your ANZ cheque account.

“self service” means a transaction carried out on ATM, EFTPOS or Internet Banking.

“writing” means a physical document, and where it conveys an authority must be signed by you or your legally authorised representative.

“you” or **“your”** means the account holder or authorised operator as the context requires.

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2 Specific Account Balance Requirements, Fees and Charges

2.1 ANZ accounts denominated in Vatu

Account type	Minimum opening balance	Minimum ongoing balance & fee	Account maintenance fee	ATM withdrawal fee	Staff assisted transaction fee
Access Everyday Account	Nil	Nil	VT120 charged monthly	VT30 per transaction	VT500 per transaction
Access Premium Account Note: This product is no longer available to new customers.	Nil	Nil	VT1,100 charged monthly	Free	Free
Pacific Savings Account	Nil	NA	Nil	VT500 per transaction	VT500 per transaction
Priority Cash Management Account	VT5,000	NA	Nil	VT500 per transaction	VT500 per transaction
Personal Cheque Account Note: This product is no longer available to new customers.	VT50,000	Credit Balance	VT900 Base Ledger Fee charged quarterly (waived if balance maintained is VT500,000 or more)	Free	25 free per quarter, then VT35 per transaction
Business Cheque Account	VT50,000	Credit Balance	VT900 Base Ledger Fee charged quarterly (waived if balance maintained is VT1,000,000 or more)	Free	25 free per quarter, then VT35 per transaction
Negotiator	VT2,000,000	Credit Balance	VT900 Base Ledger Fee charged quarterly (waived if balance maintained is VT2,000,000 or more)	Free	25 free per quarter, then VT35 per transaction
CABI Monthly	VT1,000,000	Credit Balance	VT900 Base Ledger Fee charged quarterly (waived if balance maintained is VT1,000,000 or more)	Free	25 free per quarter, then VT35 per transaction
Term Deposit	VT100,000	VT100,000	N/A	N/A	N/A

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2 Specific Account Balance Requirements, Fees and Charges

2.2 ANZ accounts denominated in foreign currency (NO ATM CARDS ISSUED)

ANZ Foreign Currency Call Account

Account type	Minimum opening balance	Minimum ongoing balance	Minimum balance fee	Account service fee (charged monthly)	Dormant account fee (charged quarterly)
United States Dollars	USD4,000	USD4,000	USD15 if account falls below the minimum ongoing balance requirement)	USD 10	USD30
Australian Dollars	AUD5,000	AUD5,000	AUD20 if account falls below the minimum ongoing balance requirement)	AUD 10	AUD40
EURO	EUR3,000	EUR3,000	EUR15 if account falls below the minimum ongoing balance requirement)	EUR 10	EUR25
New Zealand Dollars	NZD5,500	NZD5,500	NZD25 if account falls below the minimum ongoing balance requirement)	NZD 10	NZD45
French Pacific Francs	XPF400,000	XPF400,000	XPF1,400 if account falls below the minimum ongoing balance requirement)	XPF 1,000	XPF2,400
Great Britain Pound Sterling	GBP2,000	GBP2,000	GBP10 if account falls below the minimum ongoing balance requirement)	GBP 10	GBP15

ANZ Foreign Currency Interest Bearing Term Deposit

Account type	Minimum deposit balance	Minimum ongoing balance
United States Dollars	USD10,000	USD10,000
Australian Dollars	AUD5,000	AUD5,000
EURO	EUR10,000	EUR10,000
New Zealand Dollars	NZD10,000	NZD10,000
French Pacific Francs	XPF500,000	XPF500,00
Great Britain Pound Sterling	GBP10,000	GBP10,000

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3 ANZ INTERNATIONAL ACCESS CARD

Overseas Bank ATM / Electronic Transactions (VATU Accounts)

Overseas bank ATM transaction fee:	
Balance enquiry	VT300
Withdrawal	VT700
Overseas bank card transaction fee:	VT700
Currency Conversion Assessment Fee (per transaction)	0.2% of transaction value
Issuer Cross-Border Assessment Fee (per transaction)	0.8% of transaction value

Note: ANZ will neither offer nor renew the ANZ International Access Card from 1 April 2020. Existing ANZ International Access Cards will be valid until their expiry date.

4 ANZ VISA DEBIT CARD¹

Card and PIN replacement fees	
Card replacement fee	VT1,500 per card
PIN replacement fee	VT200 per request
International fees	
When transactions are performed online or outside Vanuatu:	
ATM withdrawal fee	VT500
ATM balance enquiry fee	VT100
POS transaction fee [^]	VT100
Cross-border transaction fee	2.50% of the transacted amount in VT

1 Domestic fees depend on the Transaction or Savings account you requested your ANZ Visa Debit Card be linked to. For further information please see Section 2 of this Guide or contact your ANZ branch.

[^] For online transactions, we will charge either a domestic or an international POS fee depending on how the retailer you are buying goods or services from processes your online payment.

5 Associated Fees and Charges

ATM Balance Enquiry for ANZ Card linked to local currency ANZ Accounts²	Free
ANZ Card Replacement Fee (linked to local currency ANZ Accounts)	
Applicable for the replacement of an ANZ Access Card except if:	
• Card is lost	VT500
• Card is damaged (Card must be returned to an ANZ branch)	VT500
• Card is faulty (Card must be returned to an ANZ branch)	Free
• Card is expired (Card must be returned to an ANZ branch)	Free
Replacement of PIN for an ANZ Card (linked to local currency ANZ Accounts)	VT500
Mailing Card / PIN to overseas address	VT500

2 Non-ANZ ATMs may charge an additional Cash Withdrawal and Balance Enquiry Fee.

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Account Set-Up Fee for ANZ accounts denominated in foreign currency (Includes ANZ Foreign Currency Call Account and excludes ANZ Foreign Currency Interest Bearing Term Deposit)	AUD150 (or the equivalent in the currency of the ANZ Account) for personal customers AUD200 (or the equivalent in the currency of the ANZ Account) for business customers
Early Withdrawal Fee for ANZ Term Deposit or ANZ Foreign Currency Interest Term Deposit	VT5,000 (or the equivalent in the currency of the ANZ Account) plus Cost to Borrow Fee
Cost to Borrow Fee	$(\text{Early Withdrawal Amount} \times [\text{Lending Rate} - \text{Term Deposit Interest Rate}] \times \text{Number of Days to Maturity}) / 365 \text{ days}$
Special Clearance of Cheques: ANZ Cheque Other Cheques	VT1,000 VT3,000
Direct Debit or Direct Credit An arrangement you make with a third party to debit or credit your account directly. A Dishonour Fee may apply if a payment is dishonoured Note: ANZ does not charge for providing this service; however the third party may charge a fee.	Free
Dishonour Fee: Charged to your ANZ account on the day of the dishonour, when any payment from ANZ your account (cheque or direct debit) is dishonoured due to lack of cleared funds in your account.	VT2,000
Excess Fee: Payable on each occasion that ANZ honours a drawing where sufficient cleared funds are not available in the account or when the credit limit on your account is exceeded. The Excess Fee is payable on the date of the excess and drawings include those made at a branch, by cheque, or electronic banking. Electronic banking includes Internet, EFTPOS, Periodical Payments, Direct Debits and ATMs.	VT2,000
Mail Credits: Deposits to ANZ accounts lodged by mail	Free
Excess Fee: Fee charged by ANZ when you overdraw your ANZ account without prior written agreement with ANZ for an overdraft facility	VT2,000
Debit Interest: Interest charged by ANZ on ANZ Overdrawn Accounts	Ask your ANZ branch for details
Line fee Fee on overdrawn account charged month	VT1,200 per month
Diskpay If you are using excel format Diskpay	VT150/entry VT20/entry
Standing Orders: Payment to ANZ account from Cheque / Call / Access Account Payment to other banks - bank cheque Payment to other banks - TT rate applies if foreign currency Payment not made due to insufficient funds	VT150 VT800 VT3,000 VT1,500

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Statements/ Record Searches: Statement when page is full (per issue) Other periodic cycles (per issue) Photocopy / screen print (per page) Repeated statement (per page) Typed statement (per page) Reconstructed from records (hourly rates) Interim statement request (per page) Voucher search fee <ul style="list-style-type: none"> • Less than 2 years age • Between 2 & 5 years age • More than 5 years age Photocopy of retrieved vouchers / instructions Information search fee	Free VT150 VT200 VT500 VT800 VT5,000 VT200 VT500 per item VT750 per item VT5,000 per hour VT250 per item VT5,000 per hour
Stop Payments: A request that payment not be made on an ANZ cheque. This fee also applies to Direct Debits if ANZ receives a request to stop payment on a drawing.	VT1,500
Transfer of Funds between Accounts at Customer's Request: Between ANZ accounts in Vanuatu From an ANZ account to another Bank in Vanuatu From an ANZ account to a Bank outside Vanuatu	VT300 VT800 Telegraphic Transfer fee

6 General Banking Fees and Charges

Bank Cheques (in Vatu): Issue Repurchase Replacement	VT800 VT1,000 VT1,000
Certificates Supplied: Audit (per company/business name per certificate) Interest Paid / Received Balance of Account Preparation Hourly Rate (as appropriate) Replacement Certificate (photocopy) Opinions / References	VT5,000 VT1,000 VT1,000 VT5,000 VT2,500 VT5,000
Cheque and Deposit Books 50 leaves chequebook 200 leaves chequebook Deposit book	VT500 VT1,500 VT1,000
Fast Deposit Box: Service	Free
Postage Postage / Courier	As charged by Post Office
Miscellaneous: Service not covered elsewhere <ul style="list-style-type: none"> • per service / item / transaction • per hour (as appropriate) 	VT500 VT5,000

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7 International Payments & International Trade Finance Fees and Charges

Bank Drafts (Outward): Stop Payments (per item) Repurchase Draft	VT2,500 (plus correspondent bank charges) See "Stop Payment"
Bank Drafts (Inward): Drawn on ANZ within arrangements with our correspondents Drawn outside normal arrangements	Free VT5,000
Telegraphic Transfer – Outward Involving FX conversion: <ul style="list-style-type: none"> • amounts up to and including VT5 million • amounts over VT5 million Foreign currency SWAP basis (min VT3,000, max VT15,000) Vatu SWAP basis (min VT10,000) Payments of ANZ credit cards Stop Payments (per item) TT Confirmation Fee SWIFT Tracer Fee EOD Confirmation Fee	VT3,000 Free 0.25% of Vatu equivalent of transaction value in foreign currency Price On Application VT2,000 VT3,000 VT1,500 VT1,500 to VT3,000 VT2,000
Telegraphic Transfer – Inward For credit of an ANZ account For credit of an account with another bank <ul style="list-style-type: none"> • in Vatu (min fee VT3,000, max fee VT15,000) • in foreign currency (min fee VT3,000, max fee VT15,000) Instruction clarification or inquiry Payment on application & identification Request of Funds	VT1,200 0.25% of Vatu equivalent of transaction value in foreign currency 0.25% of Vatu equivalent of transaction value in foreign currency VT3,000 per inquiry/clarification VT1,500 VT1,500
Foreign Currency Cash Deposited to an account or cashed: With conversion Without conversion < AUD5,000 or equivalent Without conversion > AUD 5,000 or equivalent (Weekly transaction combined for fee calculations)	Free 1% of Vatu equivalent of transaction value in foreign currency (min VT1,000) 3% of Vatu equivalent of transaction value in foreign currency (min VT10,000)

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<p>Cheques / Drafts (drawn in foreign currency outside of Vanuatu)</p> <p>Immediate value (under VT200,000)</p> <ul style="list-style-type: none"> • cheques / drafts drawn in foreign currency and converted to Vatu or another currency per cheque • cheques / drafts drawn in foreign currency when no conversion is involved <p>Immediate value (over VT200,000)</p> <ul style="list-style-type: none"> • cheques / drafts drawn in foreign currency and converted to Vatu or another currency per cheque (Bill Negotiated Not Under Credit Required) (BNNUCR) • cheques / drafts drawn in foreign currency when no conversion is involved (Bills Negotiated Not Under Credit Required) (BNNUCR) <p>Forwarded on collection basis</p>	<p>VT1,200</p> <p>1% of Vatu equivalent of transaction value in foreign currency (min VT1,200; no max)</p> <p>1% of Vatu equivalent of transaction value in foreign currency (no max)</p> <p>1% of Vatu equivalent of transaction value in foreign currency (no max)</p> <p>0.25% of Vatu equivalent of transaction value in foreign currency (min VT2,000; max VT10,000)</p>
<p>Dishonour of Foreign Currency Cheques</p> <p>Dishonour of foreign currency cheques or clean bills (per cheque)</p>	<p>VT5,000</p>
<p>Postage Fee</p>	<p>VT300</p>
<p>Documentary Letters of Credit (DLC) (Credit Outwards)</p> <p>Establishment validity < 6 months (min VT5,000)</p> <p>Establishment validity > 6 months (min VT5,000)</p> <p>SWIFT fee</p> <p>Amendment fee / Cancellation</p>	<p>0.375% of Vatu equivalent of DLC value</p> <p>0.375% of Vatu equivalent of DLC value plus 0.375% of DLC value each additional 6 months or part thereof</p> <p>VT3,000</p> <p>VT5,000</p>
<p>Documentary Letters of Credit (DLC) (Credit Inwards)</p> <p>Advising credit</p> <p>Handling charges</p> <p>Courier</p> <p>SWIFT fee</p>	<p>VT5,000</p> <p>0.375% of Vatu equivalent of DLC value</p> <p>At Approximate Cost</p> <p>VT3,000</p>
<p>Collection / Negotiation of Documentary Bill</p> <p>Handling fee (min fee VT5,000, max fee VT60,000)</p> <p>SWIFT Fee</p>	<p>0.375% of Vatu equivalent of Collection value in foreign currency</p> <p>VT3,000</p>
<p>Miscellaneous</p> <p>Service not covered elsewhere</p> <ul style="list-style-type: none"> • per service / item / transaction • per hour (as appropriate) 	<p>VT500</p> <p>VT5,000</p>