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## Fees, Charges and Transaction Limits

Effective 1 July 2018

## Card access fee

A card access fee of \$5 per month is applicable to each Access Plus (S1) account on which a Visa Debit card or rediCARD is attached. You may be eligible for a rebate under some conditions. Refer to *Card access fee - Rebates* section below.

## Transaction fees

Nexus Mutual charges fees to recoup some of the significant costs incurred with providing transaction services. Fees for most transactions are charged to your Access account at the time the transaction is performed. Our fee structure has been designed to ensure that most members will not incur any fees.

## Special services fees

Nexus Mutual charges fees for provision of some special services to members, where it would be inequitable for all members to subsidise an expensive service used by a limited number of members. A service fee is charged at the time you use the service and is listed separately in your statement. (Note: Service fees for SMS Account Alerts are charged at the end of each month). Certain service fees are waived for members aged under 18.

## Exception fees

Nexus Mutual charges exception fees in some situations, generally where there are insufficient funds or a dishonoured deposit. Costs are incurred from our service providers (such as banks) and/or where significant staff time is involved in dealing with the matter. The fee charged by Nexus Mutual is less than or equal to the costs incurred in providing the service.

## Facilities

FACILITY	FEE
Internet banking	Free
Mobile banking app – available on Apple and Android devices*	Free
Digital Wallet – Apple Pay, Google Pay and Samsung Pay*	Free
Access card	\$5 per month for each Access Plus (S1)

\*Apple and Apple Pay are trademarks of Apple Inc., registered in the U.S. and other countries. Android and Google Pay are trademarks of Google Inc.

## Card access fee – rebates

A rebate of \$5 per month (maximum) applies if you provide support to the credit union or have limited capacity to meet the cost of the fee. The rebate applies if on the last day of the previous month:

- You had eligible<sup>†</sup> deposits of at least \$2,000 credited to your accounts during the month, or
- You held a total balance of \$50,000 or more in deposit, loan and continuing credit accounts, or
- You held a mortgage loan (home or investment), or
- You were under 25 years of age, or
- You had a mobility, disability support, Australian aged or War Veterans pension or a Newstart or Carer Allowance paid directly into your account

If there is a joint Access Plus (S1) account with card access the rebate of \$5 per month, per member (maximum) applies if at least one of the account holders meets the criteria.

<sup>†</sup> Excludes international deposits and internal transfers

## Transactions - Australia

Nexus Mutual provides fee-free transactions on each principal banking activity in Australia and would like to see all members avoid fees by using these wherever possible. Carefully read the below to avoid unnecessary fees.

<b>DEPOSITS</b>	
Direct credit (arranged via payer or via Nexus Mutual)	Free
Nexus Mutual branches (\$A cash or \$A cheques)	Free

<b>PURCHASE AND BILL PAYMENTS</b>	
BPAY® payments (via mobile or internet banking)	Free
Direct debit (arranged via payee)	Free
Visa purchase (press 'credit')	Free
EFTPOS (press 'savings' or 'cheque')	Free
Member cheque	\$0.25

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<b>PAY SOMEONE VIA MOBILE OR INTERNET BANKING</b>	
Pay Someone	Free
Funds transfer (between your own accounts)	Free
Loan redraw	Free

<b>CASH WITHDRAWALS AND BALANCE ENQUIRIES</b>	
EFTPOS purchase, with cash out	Free
ATM	Free <sup>‡</sup>
Balance enquiry (via mobile or internet banking)	Free
Balance enquiry at ATM	Free <sup>‡</sup>

<sup>‡</sup>Effective 1 July 2018, Nexus Mutual is not part of the rediATM network and members may be charged to transact at a rediATM. However, it is free to transact at most bank-operated ATMs. If fees are charged, it will be disclosed on the ATM at the time of use.

## Transactions - Overseas

<b>DEPOSITS</b>	
International Money Transfers	\$12.00
<b>PURCHASES</b>	
Visa purchase	FCC fee*
<b>INTERNATIONAL FUNDS TRANSFERS</b>	
Transfers in foreign currency (via internet banking)	\$25.00
Transfers in foreign currency (in branch)	\$30.00
Transfers in Australian currency (in branch)	\$50.00
<b>OVERSEAS CASH WITHDRAWALS</b>	
Foreign ATM	\$3.50 + FCC fee <sup>§</sup>
Visa cash advance	\$3.50 + FCC fee <sup>§</sup>
<b>OVERSEAS BALANCE ENQUIRIES</b>	
Balance enquiry via mobile or internet banking	Free
Balance enquiry at foreign ATM (where available)	\$0.50

<sup>§</sup> Foreign Currency Conversion Fee (FCC) – 2.50% for Visa, 2.00% for rediCARD.

## Exception fees

<b>NEXUS MUTUAL MEMBER CHEQUES</b>	
Insufficient funds (but paid)	\$9.00
Dishonour	\$9.00
<b>OTHER FEES</b>	
Non-approved overdraw	\$9.00
Exceed overdraft limit by more than \$100	\$9.00
<b>DEPOSITS</b>	
Dishonour of foreign currency cheque	\$9.00
Dishonour of Quick Deposit	\$9.00
<b>DIRECT DEBIT PAYMENT</b>	
Insufficient funds (but paid)	\$9.00
Dishonour	\$9.00
Direct debits received through the member chequing system (incorrect BSB number)	\$9.00

## Special services fees

CARDS	
Replacement (standard)	\$10.00
Replacement (express)	\$40.00
Delivery via Registered Post (overseas)	\$15.00
Visa emergency replacement card/cash	Free for Visa Platinum credit cards \$250.00 for Visa Debit cardholders
Copy or retrieval of Visa voucher	\$30.00 <sup>#</sup>
Visa chargeback	\$30.00 <sup>#</sup>
# fee refunded if error found	

CHEQUES	
Member cheque books	\$15.00 for book of 25 \$60.00 for book of 100
Member cheque stop payment (note, if cheque is presented, a dishonour fee applies)	\$20.00
Member cheque copy, retrieval or trace of cheque	\$25.00 for manual <sup>#</sup> \$10.00 for electronic <sup>#</sup>
Nexus Mutual corporate cheque	\$7.00 <sup>Δ</sup>
Nexus Mutual corporate cheque replacement	\$25.00
Nexus Mutual corporate cheque copy, retrieval or trace	\$25.00 <sup>#</sup>
Bank cheque	\$20.00
Bank cheque stop payment	\$35.00
Bank cheque replacement (stop and reissue)	\$45.00
Bank cheque repurchase	\$40.00
# fee refunded if error found	
Δ waived for loan settlements	

PURCHASES AND BILL PAYMENTS	
BPAY error correction	\$20.00 <sup>#</sup>
BPAY recall	\$50.00 <sup>#</sup>
BPAY investigation or trace	\$10.00 <sup>#</sup>
Direct debit/EFT recall	\$50.00 <sup>#</sup>
Direct debit/EFT investigation or trace	\$25.00 <sup>#</sup>
# fee refunded if error found	

DEPOSITS	
Special clearance of deposited cheque	\$25.00
Unbagged coin over \$100	\$20.00
Bagged coin over \$100 (business accounts only)	\$5.00

CASH WITHDRAWALS AND TRANSFER FUNDS	
Emergency withdrawal at other Australian credit union or mutual bank	\$10.00
Visa cash advance (Australia)	\$3.50
Visa cash advance (International)	\$3.50 + 2.50% foreign currency conversion fee
Osko (immediate funds transfers to participating institutions)	Free
RTGS <sup>◊</sup> (immediate funds transfer in Australia before 4pm)	\$25.00 <sup>Δ</sup>
◊ Real Time Gross Settlement	
Δ waived for loan settlements	

TRAVEL SERVICES	
Cash Passport Platinum Mastercard purchase	1% (min \$15.00, max \$50.00)
Foreign cash purchase	1% (min \$5.00, max \$50.00)
Cancellation of travel services order	\$25.00

INTERNATIONAL SERVICES	
Deposit of travellers/foreign currency cheques recourse under AUD \$50	\$5.00 <sup>↓</sup> <sup>‡</sup>
Deposit of travellers/foreign currency cheques recourse over AUD \$50	\$20.00 <sup>↓</sup> <sup>‡</sup>
Deposit of travellers/foreign currency cheques on collection	\$20.00
International Money Transfer trace, stop or reissue	\$25.00
Bank draft purchase	\$25.00
Bank draft stop payment, buy back or repurchase	\$25.00

<sup>↓</sup> fee not applicable where member is under 18 years of age  
<sup>‡</sup> excludes Western Union Travellers Cheques

OTHER FEES	
Copy of statement	\$5.00 per statement
Copy of transaction listing	\$2.00 per listing
Paper statement	\$1.00 per statement <sup>↑</sup>
NAB voucher retrieval	\$25.00 <sup>#</sup>
Retrieval of documents from Nexus Mutual archive	\$25.00 <sup>#</sup>
Audit confirmation request	\$25.00
Company/business name search	\$25.00
SMS account alerts message	\$0.25
Dormancy fee	\$25.00 per annum

<sup>↑</sup> fee waived for members 17 or younger, or 66 and older at the end of the statement cycle.  
<sup>#</sup> fee refunded if error found

### Tips to avoid and minimise Special Service and Exemption fees

- Have your salary credited to the same account as the one which has your direct debits or personal cheques.
- Consolidate your accounts to keep track of your funds more easily.
- Use Nexus Mutual's mobile or internet banking services to check account balances, Pay Someone or transfer funds and avoid dishonour and overdrawn account fees.
- For direct debits, you can establish an account hierarchy where the system will check for available funds in several accounts, in the priority you nominate.
- Apply for an overdraft facility to avoid accidentally exceeding your limit.
- Save on the cost of personal cheques. Pay bills using Visa, BPAY or direct debit.
- If you stop payment of a cheque, ensure that you advise the recipient to withhold deposit of the cheque otherwise the cheque will be dishonoured at considerable expense to you and the recipient.
- Keep your plastic cards in a secure place and away from magnets (which damage them) to avoid card replacement fees.
- Retain your statements for taxation purposes as fees apply for replacements.

## Transaction Limits

<b>DAILY LIMITS</b>	
Over the counter cash withdrawals	\$5,000
ATM withdrawals	\$1,000
EFTPOS purchases	\$5,000
ATM withdrawals and EFTPOS purchases combined	\$5,000
Visa payWave	\$500
Visa purchases	\$10,000 per account

<b>INTERNET BANKING LIMITS</b>	
Transfers within your own accounts	\$1,000,000
Transfers to other Nexus Mutual accounts	\$100,000
External transfer to other Australian financial institutions	\$10,000
BPAY payments	\$10,000
International money transfers to overseas bank accounts	\$20,100

If you need to adjust your transfer limits, please contact our Member Engagement team for details. For members under 18 years of age, reduced daily limits apply.

## Important information

This brochure should be read in conjunction with the Nexus Mutual Account and Access Facility terms and conditions, available at [nexusmutual.com.au/terms](https://nexusmutual.com.au/terms) or a Nexus Mutual branch.

Nexus Mutual reserves the right to change any of the fees and charges detailed in this brochure. Members will be notified in writing in accordance with the relevant terms and conditions in the event of any change.



