

# Fees & Charges Deposit Accounts

**Effective Date** 1 March 2020

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MyState Bank Limited (MyState Bank)  
ABN 89 067 729 195  
AFSL 240896  
Australian Credit Licence Number 240896  
A wholly owned subsidiary of MyState Limited  
ABN 26 133 623 962

This document forms part of the information you will require prior to opening a savings account, transaction account or term deposit account with MyState Bank.

The other documents you will require for these products are:

- Terms & Conditions Deposit Accounts and Electronic Banking.
- Interest Rates for Personal Deposit Accounts or Interest Rates for Business Deposit Accounts.
- Terms and Conditions for Visa Debit Card (if applicable).
- Terms and Conditions for rediCARD PLUS (if applicable).

You should read all of these documents carefully and retain them for future reference. Copies of each of these documents are available from MyState Bank.

For Deposit Accounts not listed in this document, please refer to our Fees and Changes No Longer Offered Deposit Accounts.

## Section A

# Fees and Charges for Personal Deposit Accounts

## Current Personal Deposit Accounts

The following table sets out the Monthly Account Fees and Excess Transaction Fees that apply to our current personal deposit accounts.

Account Name	Monthly Account Fee	Account eligible for Monthly Account Fee Exemption	Included free transactions		Excess Transaction Fee (per transaction)
			Electronic	Staff Assisted	
Everyday	\$6.00	Yes	Unlimited	Unlimited	N/A
Glide	Nil	N/A	Unlimited	\$2.75	N/A
Basic	Nil	N/A	Unlimited	Unlimited	N/A
Bonus Saver	Nil	N/A	Unlimited	Cash Deposit and Transfer	N/A
Special eSaver	Nil	N/A	Unlimited	Nil*	Staff Assisted \$2.75
Offset	\$8.00	No	Unlimited	Nil	N/A
Christmas <sup>^</sup>	Nil	N/A	One Transfers between accounts within the same customer number are free.	One	Electronic – \$0.85 Staff Assisted - \$2.75
Access Assist	Nil	N/A	Unlimited	Unlimited	N/A
Cash on Hand	Nil	N/A	Unlimited	Unlimited	N/A
Cash on Hand Investment	Nil	N/A	Unlimited	Unlimited	N/A

\*Staff Assisted transactions are not allowed on this account. If we agree to complete a withdrawal or transfer on your behalf, then the applicable Staff Assisted Excess Transaction Fee will apply.

<sup>^</sup>A Christmas Account Early Withdrawal Fee may apply if funds are withdrawn outside of the period between the first working day of November and 15 January each year. Please see the Christmas Account Early Withdrawal Fee in Section C – Other Fees and Charges for details.

The following information explains what we mean by Staff Assisted, Electronic and Exempt transactions when they are available.

## Staff Assisted Transactions

You may be charged for staff assisted transactions. A staff assisted transaction is a transaction completed with staff by visiting our branch, through our Customer Care team, mail, or fax. These are:

- cash withdrawals;
- transfers from one of your accounts to another;
- transfers to another MyState Bank customer;
- exchanging a cheque for cash; and
- a cash advance from your account transacted at another financial institution.

## Electronic Transactions

### ATM transactions

- A withdrawal or a transfer from one account to another at an ATM in Australia.

A direct ATM charge may be applied by the ATM owner at the time of the transaction. Direct charges no longer apply at many Australian bank ATMs.

### Bank@Post™

- A deposit or withdrawal at Bank@Post Agency Banking in Australia.

### BPAY

- A payment made using the BPAY service.

### Direct Debits

- Automatic transaction authorised by you that allows transfers of money from your account to another using your BSB and account number.

### EFTPOS

- EFTPOS is a debit card payment system, allowing electronic payments (and cash withdrawals at some retail outlets) at the point of sale by selecting the CHQ or SAV option.

### MyState Bank Phone and Internet Banking

- Transfers to and from your account made using Internet Banking, Mobile Banking or Phone Banking.

Bank@Post™ and its device marks are trademarks (registered or otherwise) of the Australian Postal Corporation.

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## Cheques

Cheques written

\$1.00 per item

## Exempt Transactions

The following transactions are excluded from any excess transaction fee calculations:

- MyState Bank Phone and Internet Banking transfers within the same customer number.
- A deposit including payroll, dividends, tax returns and transfers from other financial institutions.
- A cash or cheque deposit to your account.
- A cash withdrawal or balance enquiry made at a MyState Bank branch ATM.
- A balance enquiry on an account conducted through an ATM in Australia. A direct ATM charge may be applied by the ATM owner at the time of balance enquiry.
- The transaction for a periodical/scheduled payment established via Internet Banking (a fee may be charged for each occurrence not processed via Internet Banking - see Section C).
- Government charges.

## Important things to know

### Monthly Account Fee

Where this fee applies to an account it will be debited on the last calendar day of each month, including the month on which the account is opened. The fee will not be charged at the time of account closure.

You must ensure that you maintain sufficient funds in your account at the end of each month to cover the fee.

### Monthly Account Fee exemptions

Where a Monthly Account Fee applies to an account, you may be eligible for a fee exemption for that month if either of the following criteria is satisfied:

1. \$2,000 or more is deposited to your account in total during the month from an external source i.e. a source that is external to your individual MyState Bank customer number. Transfers between your own accounts do not qualify as an external source.
2. If you hold an Everyday account and are 23 years of age or younger.

The monthly Account Fee is waived and won't be charged to your account.

## Excess Transaction Fees

Some accounts do not have a Monthly Account Fee but provide a limited number of free withdrawal transactions each month.

If you have one of these accounts, once the free monthly allowance for your account has been used, each withdrawal will incur a fee (our Electronic or Staff Assisted Excess Transaction Fee) that will be debited to your account after the excess transaction occurs.

Please note that any 'unused' free withdrawals for a calendar month are not added to the next month's free withdrawal allowance.

## Section B

# Fees and Charges for Business Deposit Accounts

Our business transaction accounts have a Monthly Account Keeping Fee which entitles you to a number of included transactions which are free. Where your account activity exceeds the number of available included transactions for any given month, excess transaction fees will be charged to the account on the last day of the month.

The following table sets out the Monthly Account Fees and Excess Transaction Fees that apply to our current business deposit accounts.

	Everyday Business Account	Premium Business Account
Monthly Account Keeping Fee	\$6.00	\$12.00
<b>Included Transactions:</b>		
Staff Assisted	10	20
Electronic	30	70
<b>Excess Transaction Fee (per transaction)</b>		
Staff Assisted	\$1.50	\$1.50
Electronic	\$0.15	\$0.15

The Monthly Account Keeping and Monthly Transaction Fees do not apply to our Business Online Saver Account.

## Staff Assisted Transactions

You may be charged for staff assisted transactions. A staff assisted transaction is a transaction completed with staff by visiting our branch, through our Customer Care team, mail, or fax. These are:

- cash withdrawals;
- transfers from one of your accounts to another;
- transfers to another MyState Bank customer;
- exchanging a cheque for cash; and
- a cash advance from your account transacted at another financial institution.

## Electronic Transactions

### Bank@Post

- A deposit or withdrawal at Bank@Post Agency Banking in Australia.

### BPAY

- A payment using BPAY Service.

### Direct Credits

- A deposit to an account including payroll, dividends, tax returns and transfers from other financial institutions.

### Direct Debits

- Automatic transaction authorised by you that allows transfer of money from your account to another using your BSB and account number.

### EFTPOS

- EFTPOS is a debit card payment system, allowing electronic payments (and cash withdrawals at same retail outlets) at the same point of sale by selecting the CHQ or SAV option.

### MyState Bank Internet Banking and Phone Banking

- Transfers to and from your account made using Internet Banking, Mobile Banking or Phone Banking.

### Visa Debit

- A Visa Debit Card transaction via Visa Merchant/EFTPOS Credit Option (includes Visa payWave transactions for payWave enabled cards and electronic devices).

## Cheques

Cheques written	\$1.00 per item
Cheques deposited	\$0.60 per item

## Exempt Transactions

The following transactions are excluded when calculating the number of transactions per month.

- Internal electronic transfers between accounts held under the same customer number using Internet Banking, Phone Banking or at a MyState Bank branch ATM.
- A bill payment request using the BPAY system.
- An ATM withdrawal made (a direct ATM charge may be applied by the ATM owner at the time of the withdrawal).
- A cash withdrawal or balance enquiry at a MyState Bank branch ATM.
- A balance enquiry or cash withdrawal on an account conducted through any other ATM in Australia (a direct ATM charge may be applied by the ATM owner at the time of balance enquiry).
- Government charges.
- The transaction for presentation on your account of a MyState Bank Corporate Cheque (a separate fee will be charged for the issue of the cheque – see Section C).
- The transaction for a periodical/scheduled payment established via Internet Banking (a fee may be charged for each occurrence not processed via internet Banking – see Section C).

## Section C

# Other Fees and Charges

The following fees and charges are in addition to monthly account and transaction fees detailed in Sections A and B.

*See Section E – Additional Notes for further explanatory information on our fees.*

## Bank@Post Withdrawal Fee

Per withdrawal	\$3.00
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This fee is debited on the last day of each month and is charged in addition to any electronic transaction fee which may apply.



## BPAY Query Fee

This fee is charged when you request a trace of a BPAY transaction. \$15.00

## Visa Debit Card Fees

### Cash Advance

Over the counter or at an ATM overseas \$5.00\*

This fee is debited on the last day of each month. Cash advances overseas will incur additional Third Party charges.

\*Everyday and Glide Account Nil

### Foreign Currency Conversion

Per transaction 3% of transaction amount

Visa International will convert all transactions made overseas on the Visa Debit Card into Australian dollars at the foreign exchange rate that applies on the day the transaction is processed by Visa International.

A conversion fee of 3% of the value of the transaction is payable (of which 2% is payable to Cuscal Limited, the principal member of Visa International under which we provide Visa Debit Cards).

Transactions may not be processed to your account on the same day. To the extent permitted by law, you bear the risk of change in exchange rates in the intervening period.

### Visa Overseas Emergency Cash Advance

Third Party charge \$175.00

Should Visa decline your application, a \$50.00 fee applies.

### Card Replacement Fee

Within Australia \$10.00

Applicable for the replacement of a MyState Bank Visa Debit Card except if:

- The card is faulty at time of issue and returned to us; or
- The card is stolen and a copy of a police report is provided.

### Transaction Verification Fee

Per transaction \$15.00

Charged when we are requested to investigate a transaction. The fee will not be charged if we find that the transaction is incorrect.

## Copies of Sales Vouchers on Visa Purchases

If a copy is required at the same time of request \$15.00

## rediCARD PLUS Fees

**Card Replacement Fee** \$10.00

Applicable for the replacement of a MyState Bank rediCARD PLUS except if:

- The card is faulty at time of issue and returned to us; or
- The card is stolen and a copy of a police report is provided.

## Foreign Currency Conversion

Per transaction 2% of transaction amount

Visa International will convert all transactions made overseas on the rediCARD PLUS into Australian dollars at the foreign exchange rate that applies on the day the transaction is processed by Visa International.

A conversion fee of 2% of the value of the transaction is payable to Cuscal Limited, the principal member of Visa International under which we can provide you with the overseas functionality of your rediCARD PLUS.

Transactions may not be processed to your account on the same day. To the extent permitted by law, you bear the risk of change in exchange rates in the intervening period.

## Transaction Verification Fee

Per transaction \$15.00

Charged when we are requested to investigate a transaction. The fee will not be charged if we find that the transaction is incorrect.

## Copies of Sales Vouchers on EFTPOS purchases

If a copy is required \$15.00

## Bank/Performance Guarantees

1% of \$ amount guaranteed or minimum fee \$50.00

This fee is charged on establishment and half yearly thereafter.

## Cash Handling Fee

We may charge this fee where your cash deposit or withdrawal is \$3000.00 and above. \$10.00

This is charged per transaction

## Certificates Supplied

Certificate of account balance	\$15.00
Certificate of interest paid or received	\$15.00
Other certificates for audit or other purposes	\$30.00

These fees are charged when a certified letter or statement is required.

## Cheque Book Fee

Per 50 page Cheque Book issued	\$5.00
Per 100 page Cheque Book issued	\$10.00

## Christmas Account Early Withdrawal

Per occurrence	\$20.00
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*To avoid this fee, withdraw your funds only between the first working day in November and 15 January each year.*

## Bank Cheque

Per item	\$16.00
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## MyState Bank Corporate Cheque

Per item	\$8.00
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This fee applies when we draw a cheque from your account at your request.

This fee is debited on the last day of each month.

## Stop Payment Corporate Cheque

Per item \$15.00

A request that payment not be made on a MyState Bank Corporate Cheque not yet presented. This request will only be accepted if the cheque has been lost or stolen. This fee will be charged when your request is received.

## Custodial Services (No longer available for new lodgments)

Safe custody sealed packet – annual fee	\$25.00
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## Dishonour and Rejection Fee

Per item dishonoured	\$30.00 <sup># ^</sup>
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This fee will be debited to your account on the day of the dishonour or rejection. This fee is charged when any payment on your account is unable to be completed.

This includes the following but not limited to:

- Direct Debit Dishonour;
- New Payments Platform (NPP) / Osko Fail;
- BPAY Fail;
- BPAY Reject; and
- Periodical Payment (PP) Reject.

*To avoid this fee, make sure you have enough funds in your account at all times.*

# Everyday and Glide Account per item dishonoured	\$15.00
^ Basic Account	Exempt

### **External Internet Banking Transfer Rejection Fee**

Per item rejected	\$16.50 <sup>^</sup>
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This fee is charged when any Internet Banking payment from your account to another financial institution is rejected and returned to us.

This fee will be debited to your account on the day of receipt of notification of the rejection.

*To avoid this fee, ensure the BSB, account number and name of the account to which you are sending funds to are all correct.*

^ Basic Account	Exempt
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### **Cheques Deposited and Dishonoured**

Per item	\$20.00 <sup>^</sup>
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This fee is charged when a cheque, not your own, has been deposited in to your account and has been dishonoured by the other financial institution.

^ Basic Account	Exempt
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### **Representation and Collection of Dishonoured Cheques**

Per item	\$15.00
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This fee is charged when a cheque previously deposited to your account is re-presented for payment.

### **Enforcement Expenses**

Arrears Fee	\$30.00 <sup>#</sup>
Overdrawn Fee	\$30.00* <sup>#</sup> <sup>^</sup>
Other default notices	\$30.00
Demand notices	\$30.00

\*Per daily occurrence, for any savings or transaction account (with or without an approved overdraft limit) where we honour a transaction that overdraws the account or exceeds the authorised overdraft limit.

There may be other enforcement expenses that we may have to pay to Third Parties resulting from a breach of the account terms and conditions. These Third Party charges will be debited to your account.

*To avoid this fee, please deposit to or withdraw from account or make sure you have enough funds in your account at all times.*

# Everyday and Glide Account per expense	\$15.00
^ Basic Account	Exempt

### **Stop Payment on Lost or Stolen Drafts**

Per draft	\$25.00
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Plus any Third Party charges that may apply.

### **Periodical/Scheduled Payments (Staff Assisted)**

To non-MyState Bank accounts per occurrence	\$7.00
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A periodical/scheduled payment is a recurring payment to another account.

A periodical/scheduled payment arranged through Internet Banking (where available) is exempt from this fee.

A periodical payment to a MyState Bank Loan account arranged through us is also exempt from this fee.

Everyday, Glide and Basic Account is exempt from this fee.

### **Overdraft Fee**

Personal Accounts please refer to Fees & Charges Household & Personal Lending schedule and your contract.  
Business Accounts please refer to your contract.

### **Periodical Scheduled Payment Alteration**

Per occurrence	\$2.00
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This fee is charged when you request us to alter a Periodical Scheduled Payment for you.

Alterations must be advised at least three days before the payment is made.

Alterations via Internet or mobile banking are exempt from this fee.

Everyday, Glide and Basic Account is exempt from this fee.

### **Special Clearance of Cheques**

Per item	\$20.00
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Plus any Third Party fee that may apply.

## Statements

### Replacement (3 days notice required)

Per page \$5.00

Copy of original statement.

### Transaction listing

Per page \$2.00

A transaction listing is not a statement and provides basic transaction details only.

## Stop Payments

Per item \$30.00

A request that payment not be made on cheque written by you, but not yet presented. This fee will be charged if the cheque is presented. This fee also applies to direct debits, periodical payments, transfer orders and BPAY future payments if we receive a request to stop payment on a drawing.

## Sweep Facility

Establishment of facility \$15.00

Alteration to facility per request \$5.00

Sweep facilities are not available on all accounts.

## Electronic Funds Transfer (Outward) within Australia

Per item \$15.00

Transfer of Australian Dollars in Australia that on receipt becomes available to the recipient via SWIFT electronic payments.

## Telegraphic and Electronic Transfer (Inward)

Per transfer \$7.50

SWIFT electronic payment or inward telegraphic transfer to us from another financial institution.

## Voucher Retrieval Fee

Per Voucher Search \$15.00

Copy per Voucher (plus Voucher Search Fee) \$2.00

## Overdrawn Account Interest

Deposit accounts without overdraft arrangements must have a credit balance. We are under no obligation to honour cheques, or allow any withdrawal that would overdraw an account without an approved overdraft facility.

If we honour a cheque or debit which overdraws an account, the amount overdrawn (referred to as the credit provided)

will attract debit interest charged to the account on the last day of the calendar month. This interest which will be charged to your account as 'Overdraft Interest' is calculated on the daily closing debit balance using the current 'Unarranged Borrowing Rate'. Please refer to our *Interest Rates for Household and Personal Lending* brochure available from any branch or by contacting the Customer Care for the current 'Unarranged Borrowing Rate'.

Any credit provided is short term credit and must be repaid within 7 days of being provided.

In addition, Overdrawn Administration Fees will be applied (see Enforcement Expenses, earlier in this Section).

Basic Account is exempt.

## Foreign Exchange

### Foreign Draft/Cheque

Per draft \$20.00

Applies when you request a cheque made out to an overseas payee in a foreign currency. Fee is charged when the draft is issued.

### Foreign Currency Note Purchase

1% of transaction amount minimum charge \$10.00

Applies when you purchase foreign currency notes. Fee is charged at the time of the transaction.

Note: We do not offer a foreign currency note repurchase service.

### Telegraphic Transfer (Inward)

Per transfer \$7.50

Applies when you receive a telegraphic transfer into your account from another party sent in a foreign currency. Fee is charged at the time the transfer is received.

### Telegraphic Transfer Outward (foreign currency)

Per transfer \$30.00

Applies when you request us to make a telegraphic transfer to another party in a foreign currency. Fee is charged at the time the transfer is requested.

### Telegraphic Transfer Outward (Australian dollars)

Per transfer \$45.00

Applies when you request us to make an overseas telegraphic transfer to another party in Australian dollars. Fee is charged at the time the transfer is requested. Not available to all countries.

### **Repurchase of Foreign Currency Documents**

Per cheque, draft or other instrument \$10.00

Applies when you request us to purchase overseas drafts, personal cheques or negotiable instruments up to AUD \$2,000 value.

Fee is charged when the foreign currency documents are repurchased.

### **Repurchase of Foreign Currency Documents on a Collection Basis**

Per cheque, draft or other instrument \$55.00

Applies when you request us to purchase overseas drafts, personal cheques or negotiable instruments over AUD \$2,000 and/or requiring collection prior to payment. Fee is charged when funds are returned from the overseas bank and credited to your account.

## **Section D**

# **Government Fees and Charges**

Government Fees and Charges where applicable will be charged at the actual cost to us.

## **Section E**

# **Additional Notes**

The fees and charges detailed in this booklet are our standard fees and charges. They will apply to the service provided to you unless you have a different arrangement with us.

Where we incur a Third Party fee in arranging a service or product these will be debited to your account. These fees are not ascertainable at this time.

We may elect not to charge a fee, which we are otherwise entitled to charge under the terms and conditions of the account. Any failure by us to charge a fee will not constitute a waiver of that fee or the right to charge that fee in the future.

Lending fees are contained in *Fees and Charges for Household and Personal Lending* or *Fees and Charges for Business Lending* and are available on application.



## Section F

# Handy Tips on Minimising Personal Account Fees

The following tips to minimise fees is general information and may not reflect your specific banking needs.

### **Check you have the right account(s)**

If you are 23 years of age or under, consider an Everyday Banking Account - you automatically qualify for a Monthly Account Fee exemption and will enjoy unlimited free electronic and staff assisted transactions.

Similarly if you plan to deposit \$2,000 or more per month into your account, consider an Everyday Account and enjoy Monthly Account Fee exemption and unlimited free electronic and staff assisted transactions.

If you are over the age of 23 or you don't plan to deposit \$2,000 or more per month into your account consider a Glide Account which has no Monthly Account Keeping Fee. Just be aware that if you ask us to perform a transaction that you could have performed yourself, a Staff Assisted fee applies.

If you are 55 years or older, and / or in receipt of an eligible government pension, consider an Access Assist Account.

### **Avoid ATMs which charge a fee**

MyState Bank branch ATMs and most bank ATMs, including the four major banks, do not charge for ATM transactions.

Some retailers also offer cash out with EFTPOS purchases no fee applies to these.

**Keep track of your account balances** (to avoid overdrawing your account or transactions rejecting).

Checking your account balances can be done at any time through our mobile or internet banking, or by phone banking on **138 001**.

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