

# Fees and Charges

Effective from 16 December 2024



Queensland  
Country Bank



## Introduction

This is an important document containing details of fees and charges which may apply to the products and services provided by Queensland Country Bank.

The fees and charges listed within this document are applicable at the date of this document and are subject to change.

Any reference to “us”, “we”, “the Bank”, or “Queensland Country” in this document is a reference to Queensland Country Bank Limited.

Mistakes may occur which result in incorrect fees being charged. We will rectify such errors as soon as they are identified.

## Account restrictions

- Some accounts do not allow card access (SmartBudget, Star Saver, Christmas Club, Online Saver, Bonus Saver, Student Money Saver, Future Start, Business Online Saver).
- Christmas Club and Star Saver accounts do not allow direct debits.

## When are fees charged

Monthly Loan Maintenance Fees, Account Service Fees and Everyday Transaction Fees are charged on the last day of the month. Other credit and service fees are charged at the time of the transaction being processed.

## How to minimise fees

**There are a few simple steps you can take to help you minimise the payment of fees and charges:**

- Choose the type of account that suits your banking preferences. More information on which accounts may suit your requirements is provided in our Product Disclosure Statements, Product Information Brochures and Conditions of Use Brochures, available from any branch or on our website at queenslandcountry.bank.
- Wherever possible, try and use accounts that offer unlimited free transactions or accounts that have fee free transaction limits.
- Use your Visa Debit card at an ATM that does not charge you a fee.
- Try to plan ahead and determine how much cash you will need to cover your week's spending. This may enable you to reduce the number of transactions you need to perform thus reducing your transaction fees.
- Use free methods such as Mobile Banking and Internet Banking to check your account balances and other account information.
- Remember to keep sufficient funds in your account to cover personal cheques you write and automatic payments you have established. By doing this you will avoid dishonour fees and overdrawn account fees.
- Reduce interest charges on your Visa Credit card by making the appropriate repayment by the due date.

## Complaints handling process

If you have a complaint we recommend that you contact us first. If we have made a formal proposal to resolve your complaint and you have told us that the proposal is not acceptable to you, you are entitled to have your complaint considered by the Australian Financial Complaints Authority - by calling 1800 931 678 or by visiting [www.afca.org.au](http://www.afca.org.au).

This is a free external dispute resolution scheme of which Queensland Country is a member.

## Personal accounts

### Monthly Account Service Fees

|  |  |
|--|--|
| All Access Account   | \$6 <sup>1</sup><br>(free if waiver met) |
| Cash Management Account <sup>3</sup>   | \$6 <sup>2</sup><br>(free if waiver met) |
| SmartBudget Account  | \$5                                      |
| Learner and Earners, Pension Plus, Mortgage Offset, Line of Credit, Star Saver, Student Money Saver, Future Start, Bonus Saver, Online Saver, Christmas Club | Free                                     |

### Everyday Transaction Fees

|   |                   |
|---|-------------------|
| Deposits, Direct Credits, Direct Debits, BPay, Internal Transfers, External Transfers | Free              |
| ATM Withdrawal and Balance Enquiries  | Free <sup>4</sup> |
| Member Cheque Withdrawal <sup>5</sup>   | Free              |
| Staff Assisted Withdrawal   | Free              |
| Bank@Post Transactions  | Free              |

- <sup>1</sup> Monthly Account Service Fee waived if you satisfy one or more of the following:
- External direct credit of \$1,000 or more to your All Access account each month
  - Total deposit savings, investments or borrowing of over \$50,000 in any contributing account as at the last day of the month
  - Hold an Ultimate Home Loan Package
  - Receive an Australian War, Aged or Disability Pension
  - Account holder is under 18
- <sup>2</sup> Waived if the account balance is \$5,000 or more on each day of the month
- <sup>3</sup> Cash Management account only available for existing account holders
- <sup>4</sup> Some ATM providers may apply a direct charge for the use of their ATM
- <sup>5</sup> Cheque facilities only available for existing cheque facility holders

## Fixed term deposits

|                      |  |
|----------------------|--|
| Early Redemption Fee | Calculated as follows:<br>Withdrawal Amount x (Early Redemption Rate of 2.00%) x (days invested/365) |
|----------------------|--|

## Business accounts

### Monthly Account Service Fees

|  |                    |
|--|--------------------|
| Business Platinum Account (40 Free Everyday Transactions)          | \$4 <sup>6,7</sup> |
| Business Basic Account (2 Free Everyday Transactions)              | \$2                |
| Business Online Saver (Unlimited Internet and Mobile Transactions) | Free               |

### Everyday Transaction Fees

|   |                       |
|---|-----------------------|
| ATM Withdrawal                              | \$1 <sup>8,9</sup>    |
| ATM Balance Enquiry                         | \$0.50 <sup>8,9</sup> |
| External Transfers, Direct Debits, BPAY     | Free                  |
| Staff Assisted Withdrawal                   | Free                  |
| Deposit, Direct Credits, Internal Transfers | Free                  |
| Bank@Post Transactions                      | Free <sup>8</sup>     |

<sup>6</sup> Monthly Account Service Fee waived for Not For Profit Organisations

<sup>7</sup> Monthly Account Service Fee waived if minimum balance is \$20,000 on each day of the month

<sup>8</sup> Transactions not available on Business Online Saver

<sup>9</sup> Some ATM providers may apply a direct charge for the use of their ATM

## Visa Credit accounts

### Annual Fee

|                                      |      |
|--------------------------------------|------|
| Personal Visa Credit Card            | \$39 |
| Personal Visa My Rewards Credit Card | \$89 |
| Business Visa My Rewards Credit Card | \$85 |

### Transaction Fees

|   |                    |
|---|--------------------|
| ATM Withdrawal at any ATM   | Free <sup>10</sup> |
| ATM Balance Enquiries at any ATM  | Free <sup>10</sup> |
| External Transfers, EFTPOS  | Free               |
| Staff Assisted Withdrawal   | Free               |
| Deposit, Direct Credits, Direct Debits, Internal Transfers, BPAY                    | Free               |
| Over Limit Fee  | \$30               |
| Arrears Letter – Second Arrears Letter (payable when second arrears letter is sent) | \$40               |
| Arrears Letter Fee – Default Notice prior to Enforcement                            | \$70               |

<sup>10</sup> Some ATM providers may apply a direct charge for the use of their ATM

## Credit products

Includes: Home Loans, Investment Home Loans, Home Equity Loans, Ultimate Home Loan Package, Line of Credit, Personal Loans, Credit Cards, Commercial Facilities, Business Bank Guarantee

### Loan Maintenance Fees

|  |                      |
|--|----------------------|
| Annual Package Fee - Ultimate Home Loan Package  | \$395                |
| Annual Facility Fee - Line of Credit and Overdraft Facilities (charged to each facility to cover the maintenance of that account in our system)  | \$100                |
| Facility Review Fee - Business and Commercial Facilities (charged to each facility when a periodic review of the facility is required to cover the administrative cost of completing the review) | Price on Application |
| Monthly Loan Maintenance Fee - Mortgage Loans, Home Equity Loan, Reno Loan, Personal Loans (excludes New Car Loan, Boat Loan, Green Reno Loan and Green Car Loan)                                | \$10                 |
| Monthly Loan Maintenance Fee - New Car Loan, Business New Car Loan, Boat Loan, Commercial Facilities (excludes Business Green Car Loan)  | \$5                  |
| Monthly Loan Maintenance Fee - Green Reno Loan, Green Car Loan, Business Green Car Loan  | Nil                  |

### Establishment fee

|   |                      |
|---|----------------------|
| Establishment Fee - Business New Car Loan   | \$120                |
| Establishment Fee - Business Bank Guarantee, Commercial Overdraft                                   | Price on Application |
| Establishment Fee - Commercial Facilities (excludes Business New Car Loan, Business Green Car Loan) | Price on Application |
| Establishment Fee - Home Equity Loans, Mortgage Loans, Line of Credit                               | \$250                |
| Establishment Fee - Personal Loans (excludes Green Car Loan, Green Reno Loan)                       | \$120                |
| Establishment Fee - Green Reno Loan   | Nil                  |
| Establishment Fee - Green Car Loan, Business Green Car Loan   | \$150                |

### Valuation Fees - At Establishment

|   |                      |
|---|----------------------|
| Home Loans, Line of Credit, Home Equity Loans | \$50                 |
| Commercial Loans                              | Price on Application |

### Valuation Fees - Existing Loans

|   |                      |
|---|----------------------|
| Home Loans, Line of Credit, Home Equity Loans | Price on Application |
| Commercial Loans                              | Price on Application |

### Document fee

|   |   |
|---|---|
| Document Fee - Good Security Arrangement (charged when the Bank is required to prepare a security agreement to secure the amount of credit) | \$55 (Commercial Facilities price on application) |
| Document Fee - Guarantee (charged when the Bank is required to prepare a guarantee to secure the amount of credit)                          | \$150   |
| Document Fee - Mortgage (charged when the Bank is required to prepare a mortgage to secure the amount of credit)                            | QLD \$250 (Other states price on application)     |
| Document Fee - Other (charged when the Bank is required to prepare non-standard security documents)   | Price on application                              |

## Credit products (continued)

| Other Fees   |                      |
|--|----------------------|
| Guarantee Fee – Business Bank Guarantee  | Price on Application |
| Arrears Letter Fee – Second Arrears Letter (payable when second arrears letter is sent)  | \$40                 |
| Default Notice Fee prior to Enforcement  | \$70                 |
| Default Interest Rate (the default interest rate is the margin on top of the annual percentage rate that would otherwise be charged under the loan contract) | 2%                   |
| Early Repayment Fee (payable when breaking your fixed rate period. Refer to your Credit Contract for more details)   | Price on application |
| Rate Lock Fee (payable when you opt to lock in an approved fixed rate for a term of up to 90 days)   | \$350                |
| Substitute Security Fee (payable where a substitution of security is approved and processed on an existing secured loan)                                     | \$300                |
| Lenders Mortgage Insurance (LMI)   | Price on application |
| Mortgage Settlement Fee (payable on payout of your mortgage loan to prepare the release of mortgage - waived if paid out due to sale or with own funds)      | \$450                |
| Over the Limit Fee (payable if your balance exceeds the approved limit at any time within the month)   | \$30                 |
| In Branch Redraw Fee (online redraws free)   | \$8                  |
| Switch Fee (payable if you convert your existing loan to another interest category)  | \$300                |
| Business Entity Search Fee - Commercial Facility   | Price on Application |

## Service fees

Service fees apply to services either requested and/or used by Members and are charged in addition to applicable transaction fees, government fees and charges and credit fees. Service fees will be debited to your account(s) either, when you request or use a service, or as they are incurred monthly.

### Funds Transfer/Payments

|   |                      |
|---|----------------------|
| BPAY Biller Facility Establishment Fee                            | Price on Application |
| BPAY Biller Incoming BPAY Transaction Fee                         | \$0.85               |
| Uploaded ABA file (imported bulk payment file)                    | Free                 |
| Deletion of Uploaded ABA File                                     | \$40                 |
| Deletion of Transactions within Uploaded ABA file                 | \$130                |
| BPAY Error Correction/Reversal                                    | Free                 |
| BPAY Trace or Rejection   | \$10                 |
| Real Time Gross Settlement (RTGS) – payment sent within Australia | \$30                 |
| Real Time Gross Settlement (RTGS) – payment received              | \$7.20               |
| Mistaken Payment Return Request                                   | \$50                 |
| Trace and/or Recall of Funds (Direct Debit, Direct Credit, OSKO)  | \$40                 |

## Service fees (continued)

| Physical Security Token For Internet Banking   | Free   |
|--|--|
| Transaction Investigation  | \$15   |
| Card Fees (Visa Credit and Visa Debit)   |  |
| Replacement Card within Australia - lost/damaged   | Free   |
| Replacement Card Overseas – non emergency  | \$50   |
| Replacement Card Overseas – Emergency  | Min \$200  |
| Disputed Transaction Fee   | \$35   |
| Priority Card Order (where card is due for renewal and a special request is received to deliver via courier or Express Post) | \$16.50 plus courier or Australia Post charges at cost |
| Priority PIN Order (where PIN is due for delivery and a special request is received to deliver via courier or Express Post)  | \$16.50 plus courier or Australia Post charges at cost |
| Cheque Fees*   |  |
| Member Cheque Book (100 Cheques)   | Free   |
| Member Cheque Book (200 Cheques)   | Free   |
| Corporate Cheque Withdrawal  | Free   |
| Copy of Cheque (within 100 days of presentation)   | \$15   |
| Copy of Cheque (more than 100 days since presentation)   | \$60 per hour  |
| Stop Cheque Fee (Corporate or Member)  | Free   |
| Cheque Trace   | \$36   |
| Dishonour/Honour Fees  |  |
| Direct Debit Honour / Member Cheque Honour*  | \$5  |
| Direct Debit Dishonour / Member Cheque Dishonour*  | \$7  |
| Bank@Post Cheque Dishonour Fee*  | \$21.10  |
| Overdrawn Account Interest Fee   | Nil  |
| Cash Handling Fees   |  |
| Business Cash Deposit Fee (charged on large cash deposits)   | Free   |
| Coin Deposit Fee (charged on large coin deposits)  | Free   |
| Float Fee  | Free   |

\* Cheque facilities only available for existing cheque facility holders

## Service fees (continued)

| <b>Dormant Account</b>  |  |
|---|--|
| Dormant Account service fee (charged upon closure of dormant account)                   | \$15   |
| <b>Statement/Record Request</b>   |  |
| Audit Certificates  | Free   |
| Certificate of Balance/Interest   | \$10   |
| Archive Retrieval   | \$35 per box   |
| Document Search   | \$60 per hour  |
| Statement Copies  | \$1 per page   |
| Periodic Statement Fee (where statements are required more than once a quarter)         | \$2  |
| <b>International Transactions</b>   |  |
| Overseas Purchase using Visa Debit or Visa Credit cards, ATM withdrawal or cash advance | 3.65% of the converted amount                                      |
| Foreign Currency Telegraphic Transfer   | \$30   |
| Foreign Currency Telegraphic Transfer (online)  | \$25   |
| Australian Dollar Telegraphic Transfer  | \$50   |
| Inwards Telegraphic Transfer  | Free   |
| Foreign Currency Notes Order  | 1% of sale (min \$8)   |
| Foreign Cheque Conversion <\$10,000(AUD)  | \$10   |
| Multicurrency Cash Passport administrative fee (in branch only)                         | 1.1% of the load / reload amount or \$15, whichever is the greater |
| <b>Other</b>  |  |
| Business Entity Search Fee (per search) - Membership Creation                           | \$30   |

# How to contact us

If you have any questions or need more information, please contact us:

**Branch** Visit our website for a listing of all our branches

**Post** PO Box 679, Aitkenvale QLD 4814

**Phone** 1800 075 078

**Website** [queenslandcountry.bank](https://queenslandcountry.bank)

**Email** [info@queenslandcountry.bank](mailto:info@queenslandcountry.bank)



Queensland Country Bank

## Conditions of use

If you would like information about the fees and charges or other information relating to the products mentioned in this brochure, please ask any of our branch staff for the relevant brochure.

## Tax file number

Interest earned on all savings accounts must be declared for income tax purposes. If you do not provide us with your Tax File Number or Tax File Number Exemption, we must deduct tax from your interest earned at the highest personal income tax rate. You are not obliged to provide your Tax File Number or Tax File Number Exemption. Foreign Tax Residents - Australian Financial Institutions must identify accounts held by Customers or entities who are foreign tax residents and report on those accounts to the Australian Taxation Office. You will be required to provide your Tax Identification Number (TIN) or equivalent, or a reason why you do not have one.

## Read with

This document must be read in conjunction with: Account and Access Facility Conditions of Use, Financial Services Guide, Credit Guide and the relevant Product Information Brochure and Interest Rate Schedule.

The information in this document does not take into account your objectives, financial situation or needs. Before acting on the information you should consider whether it is right for you and seek your own advice.