



## Supplementary Brochure: Fees and Charges Brochure

This Supplementary Brochure, dated 26 June 2024, is issued by Queensland Country Bank Limited to update the Fees and Charges Brochure dated 1 November 2022. It contains the following amendments, which should be read in conjunction with the original brochure.

### Amendments to the Fees and Charges Brochure

#### Chequebooks

As of 18 March 2024, new chequebook facilities will no longer be available. Members with existing facilities will continue to be able to utilise chequebooks with the fees described in this brochure.

#### Effective from 26 June 2024

#### Page 4 – How to minimise fees

**Replace:** “Use free methods such as Mobile Banking, Internet Banking and Phone Banking to check your account balances and other account information.

**With:** “Use free methods such as Mobile Banking and Internet Banking to check your account balances and other account information.

**Replace:** “Use your Visa Debit, CueCard or rediCARD at an ATM that does not charge you a fee.”

**With:** “Use your Visa Debit card at an ATM that does not charge you a fee.”

#### Page 5 – Fixed term deposits

##### Replace:

Fee	Amount
Early Redemption Fee	Calculated as follows: Principal x (Early Redemption Rate of 0.50%) x (days invested/365)

##### With:

Fee	Amount
Early Redemption Fee	Calculated as follows: Principal x (Early Redemption Rate of 2.00%) x (days invested/365)

#### Page 5 – Personal accounts

**Replace:** "Cash Management Account (Unlimited Everyday Transactions)"

**With:** "Cash Management Account (Unlimited Everyday Transactions)"

**Replace:** "3 - Go Saver account only available for existing account holders"

**With:** "3 - Go Saver and Cash Management account only available for existing account holders"

#### Page 5 – Personal Accounts

##### Replace:

Fee	Amount
Learner and Earners, Pension Plus, Ultimate Package, Mortgage Offset, Line of Credit, Star Saver, Student Money Saver, Future Start, Bonus Saver, Online Saver, Christmas Club, Go Saver <sup>3</sup>	Free

##### With:

Fee	Amount
Learner and Earners, Pension Plus, Mortgage Offset, Line of Credit, Star Saver, Student Money Saver, Future Start, Bonus Saver, Online Saver, Christmas Club, Go Saver <sup>3</sup>	Free

**Page 5 – Monthly Account Service Fees Fine Print**

**Replace:** "Salary Credit of \$1,000 or more into your All Access Account each month"

**With:** "External direct credit of \$1,000 or more to your All Access account each month"

**Page 6 – Business Accounts**

**Replace:** "Business Online Saver (Unlimited Internet, Phone and Mobile Transactions)"

**With:** "Business Online Saver (Unlimited Internet and Mobile Transactions)"

**Page 6 – Visa Credit Accounts**

**Annual Fee:**

**Replace:**

Fee	Amount
Personal Visa Credit with My Rewards	\$50

**With:**

Fee	Amount
Personal Visa Credit with My Rewards	\$89

**Page 7 – Credit Products**

**Introduction**

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

**Page 7 – Credit products**

**Add:**

Fee	Amount
Establishment Fee – Business Bank Guarantee	Price on Application
Guarantee Fee – Business Bank Guarantee	Price on Application

**Page 7 – Credit products**

**Replace:**

Fee	Amount
Annual Package Fee – Ultimate Home Loan Package	\$350

**With:**

Fee	Amount
Annual Package Fee – Ultimate Home Loan Package	\$395

**Page 7 – Credit products**

**Replace:**

Fee	Amount
Monthly Loan Maintenance Fee – New Car Loan, Commercial Facilities	\$5

**With:**

Fee	Amount
Monthly Loan Maintenance Fee – New Car Loan, Boat Loan, Commercial Facilities	\$5

## Page 7 – Credit products

### Replace:

Fee	Amount
Monthly Loan Maintenance Fee – New Car Loan, Boat Loan, Commercial Facilities	\$5

### With:

Fee	Amount
Monthly Loan Maintenance Fee – New Car Loan, Business New Car Loan, Boat Loan, Commercial Facilities	\$5

## Page 7 – Credit products

### Add:

Fee	Amount
Establishment Fee (Home Equity Loans, Mortgage Loans, Line of Credit)	\$250

## Page 7 – Credit products

### Add:

Fee	Amount
Establishment Fee - Business New Car Loan	\$120

## Page 8 – Service Fees

**Replace:** “Card Fees (Visa Credit, Visa Debit, CueCard and rediCARD)”

**With:** “Card Fees (Visa Credit and Visa Debit)”

## Page 8 – Funds Transfer/Payments

### Add:

Fee	Amount
BPAY Biller Facility Establishment Fee	Price on Application
BPAY Biller Incoming BPAY Transaction Fee	\$0.85

### Replace:

Fee	Amount
Real Time Gross Settlement (RTGS) - payment received	\$6.50

### With:

Fee	Amount
Real Time Gross Settlement (RTGS) - payment received	\$7.20

## Page 8 – Funds Transfer/Payments

### Add:

Fee	Amount
Uploaded ABA file (imported bulk payment file)	Free
Deletion of Uploaded ABA File	\$40
Deletion of Transactions within Uploaded ABA file	\$130

## Page 9 – Service Fees

### Dormant Account Fee

### Replace:

Fee	Amount
Dormancy Fee (charged when no transactions for 12 months) To maintain a dormant account, a fee is charged each year until the remaining balance is required to be sent to the Australian Securities and Investments Commission as Unclaimed Monies	\$10 per annum

### With:

Fee	Amount
Dormant Account service fee (charged upon closure of dormant account)	\$15

## Page 10 - International Transactions

### Replace:

Fee	Amount
Multicurrency Cash Passport administrative fee (in branch only)	Refer to PDS

### With:

Fee	Amount
Multicurrency Cash Passport administrative fee (in branch only)	1.1% of the load / reload amount or \$15, whichever is the greater

## Page 10 – International Transactions

### Remove:

Fee	Amount
Telegraphic Transfer Trace	\$40

### Replace:

Fee	Amount
Foreign Cheque/Draft Conversion <\$25,000	\$10

### With:

Fee	Amount
Foreign Cheque Conversion <\$10,000(AUD)	\$10

### Remove:

Fee	Amount
Foreign Cheque/Draft Conversion >=\$25,000	\$50

## Page 10 – International Transactions

Fee	Amount
Foreign Currency Telegraphic Transfer (online)	\$25

### Remove:

Fee	Amount
Foreign Draft Order	\$15
Foreign Draft Order Stop Payment	\$15

## Page 11 – International Transactions

### Replace:

Fee	Amount
Overseas Purchase using Visa Debit or Visa Credit cards	3.65% of the converted amount

### With:

Fee	Amount
Overseas Purchase using Visa Debit or Visa Credit cards, ATM withdrawal or cash advance	3.65% of the converted amount

### Remove:

Fee	Amount
Overseas Transactions - ATM Withdrawals or Cash Advance	\$4
Overseas Transactions – ATM Balance Enquiry	\$1

# Fees and Charges

Effective from 1 November 2022



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.

## 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, Go Saver).
- Christmas Club and Go 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, CueCard or rediCARD 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, Internet Banking and Phone 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 (Unlimited Everyday Transactions)	\$6 <sup>1</sup> (free if waiver met)
Cash Management Account (Unlimited Everyday Transactions)	\$6 <sup>2</sup> (free if waiver met)
SmartBudget Account	\$5
Learner and Earners, Pension Plus, Ultimate Package, Mortgage Offset, Line of Credit, Star Saver, Student Money Saver, Future Start, Bonus Saver, Online Saver, Christmas Club, Go Saver <sup>3</sup>	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	Free
Staff Assisted Withdrawal - Online Saver Account	Free
Staff Assisted Withdrawal - Christmas Club Account	Free
Bank@Post Transactions	Free

<sup>1</sup> Monthly Account Service Fee waived if you satisfy one or more of the following:

- Salary Credit of \$1,000 or more into 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> Go Saver account only available for existing account holders

<sup>4</sup> Some ATM providers may apply a direct charge for the use of their ATM

## Fixed term deposits

Early Redemption Fee	Calculated as follows: Principal x (Early Redemption Rate of 0.50%) x (days invested/ 365)
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## 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, Phone 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, EFTPOS, 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	\$39
Personal Visa Credit with My Rewards	\$50
Business Visa Credit with My Rewards	\$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, Visa Credit

### Loan Maintenance Fees

Annual Package Fee - Ultimate Home Loan Package	\$350
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 - Personal Loans, Reno Loan, Home Equity Loans, Mortgage Loans	\$10
Monthly Loan Maintenance Fee - New Car Loan, Commercial Facilities	\$5
Monthly Loan Maintenance Fee - Green Reno Loan, Green Car Loan, Business Green Car Loan	Nil

### Other Fees

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%
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
Early Repayment Fee (payable when breaking your fixed rate period. Refer to your Credit Contract for more details)	Price on application
Establishment Fee - Personal Loans (excludes Green Car Loan, Business Green Car Loan, Green Reno Loan)	\$120
Establishment Fee - Green Reno Loan	Nil
Establishment Fee - Green Car Loan, Business Green Car Loan	\$150
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
Valuation Fee	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 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	\$6.50
Mistaken Payment Return Request	\$50
Trace and/or Recall of Funds (Direct Debit, Direct Credit, OSKO)	\$40
Physical Security Token For Internet Banking	Free
Transaction Investigation	\$15
Transaction Rejected by Provider	\$25

### Card Fees (Visa Credit, Visa Debit, CueCard and rediCARD)

Overseas Transactions - ATM Withdrawals or Cash Advance	\$4
Overseas Transactions - ATM Balance Enquiry	\$1
Overseas Purchase using Visa Debit or Visa Credit cards	3.65% of the converted amount
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

## Service fees (cont)

### 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

### Dormant Account

Dormancy Fee (charged when no transactions for 12 months) To maintain a dormant account, a fee is charged each year until the remaining balance is required to be sent to the Australian Securities and Investments Commission as Unclaimed Monies	\$10 per annum
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### Statement/Record Request

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

## Service fees (cont)

International Transactions	
Foreign Currency Telegraphic Transfer	\$30
Australian Dollar Telegraphic Transfer	\$50
Telegraphic Transfer Trace	\$40
Inwards Telegraphic Transfer	Free
Foreign Currency Notes Order	1% of sale (min \$8)
Foreign Cheque/Draft Conversion <\$25,000	\$10
Foreign Cheque/Draft Conversion >=\$25,000	\$50
Multicurrency Cash Passport	Refer to PDS
Foreign Draft Order	\$15
Foreign Draft Order Stop Payment	\$15
Sweep Fees	
Internal Sweep to cover overdrawn account where sweep facility has been established	\$1.50
Internal Sweep to cover overdrawn account where sweep facility has not been established	\$5
Other	
Business Entity Search Fee (per search)	\$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](http://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.