central murray bank

Schedule of Fees, Charges and Member Rewards

- Transaction Accounts
- Savings Accounts
- Youth Accounts
- Business Accounts
- Non-Standard Fees and Charges

Effective 1st February 2025

Australian Financial Services Licence No 239446

This document should be read in conjunction with our Products and Services Terms and Conditions and our Savings and Investment Interest Rate Schedule, before making a decision to acquire any financial product.

The fees and charges contained in this document are effective at the date of this document and subject to change. Fees, charges and interest rates relating to loan products are detailed on the relevant loan documentation.

Debiting of fees and charges

Monthly access fees and transaction-based fees and charges are debited to the account on the last day of each month. Non-standard fees and charges are generally debited to the account at the time of relevant activity.

Direct charging at third-party ATMs

If you use an ATM that is operated by a third-party (including international), you may see the charge for using that ATM on the screen before you decide whether to proceed with the transaction. This is not a CMB transaction fee. If you decide to accept that fee, it will be separately debited to your account at the time of the transaction and will be shown on your statement.

Fee-free transactions

The following transactions are free across all of the accounts listed in this document (where the transaction is applicable to that account type):

- Online internal transfers (CMB to CMB)
- Online external transfers (CMB to third parties) (excluding transfers setup as a future payment)
- Direct credits
- Over the counter deposits (excluding business accounts)

Clubs, Associations and Community Groups

Clubs, Associations and Community Groups are exempt from fees.

Transaction Accounts				
	Everyday	**Offset**	**Single Pensioner**	**Joint Pensioner**
Monthly access fee	$5.00	$5.00	$5.00	**$5.00**
Monthly fee for sub- accounts	Free	Free	Free	**Free**
Fee free transactions per month	Unlimited^	Unlimited^	Unlimited^	Unlimited^

Youth Accounts

Youth Saver

Members under the age of 18 are eligible for the Youth Saver account. This account has no monthly or transaction fees.

Youth Everyday

Members over the age of 12 and under the age of 21 are eligible for the Youth Everyday account. This account has no monthly or transaction fees. Once a member turns 22 this account will revert to the fees applicable for the account types they have.

Savings Accounts

	Method	**Member Rebate**	**Simple Saver**	**Budget**	**Christmas Club**	**Notice of Withdrawal**
Cash withdrawal	In branch per transaction	Yes	$2.50	$2.50	$2.50	**$2.50**
BPAY transaction	In branch and future payment per transaction	Yes	$0.50	$0.50	$0.50	**$0.50**
Direct debit	Per transaction	Yes	$0.20	$0.20	$0.20	**$0.20**
Electronic transfers	In branch and future payment per transaction	Yes	$0.50	$0.50	$0.50	**$0.50**
OSKO	Future payment per transaction	Yes	$0.20	$0.20	$0.20	**$0.20**
Staff assisted transfer	In branch per transaction	Yes	$2.50	$2.50	$2.50	**$2.50**

^ transactions include EFTPOS, Visa, ATM cash transactions, BPAY, direct debit, OSKO/NPP Payments, cash withdrawals, staff assisted transfers, cheque presentment fees and online transfers.

Business Accounts

	Method	Elite Business Account	Business Account	GST Account (Member Rewards Apply)
Monthly access fee		$5.00	$5.00	**Free**
Monthly fee on sub accounts		Free	Free	**Free**
Fee free transactions		Unlimited^	Unlimited^	**n/a**
Cash withdrawal	Per transaction	Free	Free	**$2.50**
BPAY fee	In branch and future payment per transaction	Free	Free	**$0.50**
Direct debit	Per transaction	Free	Free	**$0.20**
Electronic transfer	In branch and future payment per transaction	Free	Free	**$0.50**
Osko	Future payment per transaction	Free	Free	**$0.20**
Staff assisted transfer	In branch per transaction	Free	Free	**$2.50**
Cheque presentment	Per transaction	$0.40 Members Rewards Apply	$0.40 Members Rewards Apply	**n/a**
Cheque deposit fee	Per transaction	$0.80 Member Rewards Apply	$0.80 Member Rewards Apply	**$0.80**

^ transactions include EFTPOS, Visa and ATM cash transactions.

Member Rewards

Average aggregated balance	Benefit
$0.00 - $5,000	$0.00
$5,001 - $7,500	$2.00
$7,501 - $10,000	$3.00
$10,001 - $20,000	$4.00
$20,001 - $50,000	$8.00
$50,001 - $100,000	$15.00
$100,001 - $150,000	$25.00
$150,001 - $200,000	$35.00
$200,001 - $500,000	$45.00
$500,001+	$60.00

The Member Rewards program is designed to reward those members who support CMB by using CMB products and services.

Each month members are allocated a Reward based on the total average balance of their loans, savings and investment accounts during the month, under a single membership number.

Members over the age of 65 receive $10.00 in extra Member Reward dollars.

The Reward automatically reduces the amount of fees you have incurred for the month. Only fees marked as Member Rewards are included in the Reward calculation.

When your fees exceed the amount of your Reward, your account will be debited only for the variance.

When your fees are equal or less than your Reward, you will pay no fees. Rewards are calculated on a monthly basis and are not redeemable or carried over to the next month.

Calculating your Member Rewards

Members receive a monthly Reward based on the total average daily balance of your loans, savings and investments over the month. This is called your Relationship with CMB, see the example of Mr and Mrs Jones.

Example

Mr and Mrs Jones

Accounts	Amount ($)
Savings Account	200
Home Loan	150,000
Mortgage Offset	2,000

Accounts	Amount ($)
Christmas club	300
Total Relationship	150,500

Transactions	Number	Account	Cost	Total
Cash Withdrawal	5	Savings	$2.50	$12.50
OKSO via online	20	Savings	Free	Free
Bpay via internet	10	Mortgage offset	Free	Free
EFTPOS	40	Mortgage offset	Free	Free
Monthly access fee		Mortgage offset	$5.00	$5.00
ATM	4	Mortgage offset	Free	Free
Total Fees				$17.50
Total Fees (Reward)				$12.50
Reward Allocation				($35.00)
Cost to Member				**$5.00**

The Member Reward that the member is entitled to is $35.00, the fees that are included in the rewards program is $12.50, so the total fees payable are the Monthly Access fee of $5.00.

Early Term Deposit Redemption

% of time since lodgement	Rate applied	
< 10% of term	10% of current interest rate	This penalty applies to the interest rate earned on a term deposit, or portion thereof, that is redeemed before the maturity date. *Example: if $5,000 was lodged on the 1st June @ 6.00% for six months and $2,000 was redeemed early on the 1st July, the $2,000 would earn interest @ 1.50% for the 30 days.*
10% - 30% of term	25% of current interest rate	
31% - 50% of term	40% of current interest rate	
51% - 75% of term	60% of current interest rate	
Over 76% of term	80% of current interest rate	
Within 5 days of maturity	Current interest rate	

Non-Standard Fees and Charges

Type	Application	Fee
International Transactions		
International ATM withdrawal	When you withdraw cash at an ATM overseas	$5.00
International Transaction Fee (Visa Debit)	Payable when you use your Visa Debit card for a foreign currency transaction or for an Australian dollar transaction that is with a foreign merchant or that is processed by an entity outside Australia	3.00%of transaction value in $AUD
Direct entry		
Direct debit posted via Member Chequing	When a direct debit comes through on the cheque book details	$5.00
Dishonour fee	When there is insufficient funds to process a direct debit and the payment is returned	$10.00
Other		
Replacement card	When you request a replacement Visa Debit Card	$15.00
Replacement card (overseas)	When you request a replacement Visa Debit Card when overseas	$250USD
Card Dispute (CMB owned ATM)	When you lodge a ATM dispute on a ATM owned by CMB	$10.00
Card dispute	When you lodge an ATM dispute on other non-CMB ATM	$25.00
Visa transaction dispute	When you lodge a dispute for a Visa or Eftpos transaction	$35.00
Duplicate deposit book	Business account duplicate deposit book	$5.00
Overdrawn account	When you have overdrawn funds and your account is in debit	$20.00
Overdrawn account transfer	When your account is in debit and CMB transfers funds to fix the account (min transfer $10.00)	$5.00
Dishonoured cheque inward	When a cheque you deposit is dishonoured	$20.00
Inter-Credit Union withdrawal	When we process a withdrawal from another Credit Union	$10.00

Dormant account	When your account has not been transacted upon and CMB have transferred it to dormancy	$30.00 per quarter
Statement request	A request to provide a copy of your statement	$5.00 per statement
Business searches	When CMB is required to do a search on a business for account opening or lending purposes	$20.00
Archive search fee	Retrieval of archived account information	$35.00
Returned mail	When CMB have to resend mail that has been sent to CMB as returned mail	$5.00
Audit confirmation	When you ask us to complete a Bank Audit Certificate	$50.00
Recall of electronic transfers	When you ask us to recall funds sent via EFT, BPAY or OSKO	$20.00
Member payment referral	When CMB contact you to pay in to allow a cheque or direct debit to be honoured	$20.00
Bulk coin	When you ask for bulk coin (amounts over $1,000)	$0.30 per $100 $8.00 per bulk bag
Coin counting	When you bring in coin not bagged	10% of value
Non-member coin/note exchange	When non members bring in notes/coins to be exchanged	$5.00
Photocopying	When you ask CMB to do photocopying (>50 sheets)	$0.20 per sheet
Telegraphic transfer	SWIFT – outward transfer	$20.00

Central Murray Credit Union trading as Central Murray Bank

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Internet Banking

centralmurray.bank

Visa Hot-line

1800 648 027
24 hour service for lost or stolen cards

Internal Dispute Resolution

Complaints Officer
58 Belmore Street, Yarrawonga Vic 3730

email: info@centralmurray.bank

External Dispute Resolution

Australian Financial Complaints Authority
GPO Box 3 Melbourne Vic 3001

tel: 1800 931 678
email: info@afca.org.au
web: afca.org.au

