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18 April 2008

Mr John Hawkins
Committee Secretary
Senate Economics Committee
Department of the Senate
Parliament House
CANBERRA ACT 2600

By email to: economics.sen@aph.gov.au

Dear Mr Hawkins,

Australian Securities and Investments Commission (Fair Bank and Credit Card Fees) Amendment Bill 2008

Thank you for the opportunity for the Australian Bankers' Association (ABA) to provide a submission to the Senate Economics Committee regarding the Australian Securities and Investments Commission (Fair Bank and Credit Card Fees) Amendment Bill 2007 (Bill). The ABA has 25 members authorised by the Australian Prudential Regulation Authority (APRA) to carry on banking business in Australia. The ABA's membership includes the four major banks, regional banks and foreign banks.

The ABA's response to this inquiry is to not support the Bill and requests the Committee to reach the same conclusion. Should the Bill be enacted, a financial institution would be forced to consider either increasing its lending interest rates or cutting costs to ensure its income is sufficient to meet all its operating expenses, invest in new technology, manage its capital and provide a return to its shareholders.

Therefore, the ABA recommends that Committee closely examines the practical impacts of the Bill on consumers and its potential for delivering negative household outcomes. Further, this type of intervention into prices could lead to substantial readjustments in other areas by financial institutions in terms of product diversity, features and pricing structures as well as controlling internal costs.

In short, this type of intervention would have major adverse impacts on Australian consumers.

By comparison, the ABA believes market-based solutions continue to provide customer choice through disclosure, competitor differentiation and the funding of investment in innovation and infrastructure. These solutions are alternative ways of achieving the policy objectives of the Bill but without the consequential disadvantages that intervention can produce.

Throughout this submission the ABA has chosen to use the expression "exception fees" in reference to the fees intended to be regulated by this Bill.

Legislative intervention

The type of regulatory intervention proposed by the Bill, where a "default" charge would be limited to a pre-estimate of the damage likely to be suffered by a financial institution as a result of a consumer default, is a form of price control which has potential for economic impact that could disadvantage consumers.

We note that in its draft report on Australia's consumer policy framework "Review of Australia's Consumer Policy Framework" the Productivity Commission has said that in relation to proposed unfair contract terms legislation:

"... the potential for unintended adverse consequences from regulatory interference with contracts cannot be ignored..."

*Especially, with a very general proscription of unfair contract terms, there is the possibility of damaging regulatory overreach. For instance, were such regulation to allow for the unwinding of 'unfair' contract prices, it would be tantamount to explicit price control."*¹

In its more detailed analysis of the costs and benefits of intervention the Commission wrote:

"Prohibiting the use of unfair terms would alter the 'complex balance of the contractual bargain' (Field, trans. Perth, p. 173). A reduced capacity for businesses to impose some contingent charges on consumers, such as certain termination fees, would lower businesses' profits because their revenues, but not their costs, would have fallen. As noted above, this could be expected to place upward pressure on upfront prices, thus reducing the gains to consumers from acting on unfair terms. A prohibition could also have unintended impacts by reducing suppliers' discretion to act against opportunistic consumers and thereby increase the risk of such behaviour. As well as adding to the above cost and price effects, this might affect the availability or nature of products and services.

*There are also concerns that regulators might be overly zealous in interpreting the term. This is especially the case given that unfairness is difficult to define correctly without understanding the full context of the contract and the particular transaction involved, a point noted in the Commission's consultations in the UK about the British statute."*²

¹ Review of Australia's Consumer Policy Framework Productivity Commission Draft Report Vol 1 p 33

² Supra Vol 2 p122

The Bill is not the only proposed legislative intervention on exception fees.

Currently, the Ministerial Council on Consumer Affairs (MCCA) is pursuing fringe credit provider legislation that, despite its original objective of regulating fringe credit providers, is drafted to apply to all credit providers including banks and other mainstream providers and to capture all credit fees and charges.

Like the Bill, the fringe credit provider draft bill proposes to limit default fees and charges to the reasonable estimate of the credit provider's loss arising from the default. However the draft MCCA bill is proposed to go further. With the price control genie out of the bottle, the notion is contagious so that there is the proposal to introduce a general test of "unfairness" to limit the amounts of other credit fees and charges.

Coupling criticism of fees charged by banks and other providers with criticism of industry profits as in some way justifying regulatory intervention in the form of price controls needs further examination.

Australia is fortunate in having a strong, stable and secure banking industry that has faced tests in the past and now today with the global impacts of the US sub-prime crisis. Profits are central to maintaining this situation for the benefit of all Australians and businesses. Banks are substantial contributors to Commonwealth tax revenue. Restricting bank profits could lead to a downgrade in their ratings by ratings agencies making fund raising from international capital markets more expensive than it is now with the sub-prime crisis. This would hurt households with mortgages and self funded retirees whose standards of living are reliant on a profitable banking and business sector.

The Reserve Bank of Australia's Governor, Glenn Stevens, stated relevantly to the House of Representatives Standing Committee on Economics on 4 April:

"Our banks...are strong, profitable and well capitalised, and that means they are in a good position to do the job we need them to do...The economy would be much worse off were it otherwise."

What other potential risks would the Bill pose to Australian households if the Bill was passed into law?

With this form of regulation, there would be no incentive for financial institutions to innovate or provide the means by which customer might avoid paying exception fees. Competition in this area would effectively disappear. Everyone could expect to pay the same or similar fee for a default charge.

Under the next section in this submission, "The Market Response", there is the example of a bank designing a product where an event attracting an exception fee either cannot arise or a fee is not charged. This exemplifies the point about incentive in a non-regulated environment.

The Bill also ignores the role fees play in giving consumers incentives to use lower cost channels or to take advantage of fee minimisation or avoidance practices in their transactions and for their behaviour to be rewarded by lower costs in operating their accounts. Encouraging customers to think about these matters is an important aspect of a competitive market and to improve personal financial management.

Further, the type of proposed legislative intervention is a move away from the principle of user pays which ultimately means that all consumers end up paying for this in other areas and ways. Added to this, a singular focus on costs or compensation could mean that the provision of fee free or low fee financial services, which are currently subsidised, disappears.

This type of intervention could lead to inefficiencies because there would be no incentive for financial institutions to drive down their costs of recovery. Quite possibly, there could be an incentive to outsource accounts in default leading to increased costs to be borne by the debtor.

None of these developments would be of benefit to consumers. In reality, regulatory intervention could result in consumer disadvantage, the very people the intervention is intended to help.

The Market Response

The ABA believes that the steps taken by ABA members show how a market-based solution can work and deliver customers better outcomes. As explained in the preceding section, regulatory intervention in the form of price control has the potential for economic impacts that could work to the disadvantage of consumers.

It is important to note that Australian banks are highly regulated and disclose their fees to customers in a variety of ways including published fee tables and through information services. These disclosures are mandated by legislation and under the ABA's Code of Banking Practice and, in relation to electronic banking facilities under the Electronic Funds Transfer Code of Conduct administered by the Australian Securities and Investments Commission (ASIC) and generally must be provided before a customer takes up the relevant banking service.

In May 2007 the ABA and member banks took steps to increase community understanding about exception fees. The approach that our members took was to create a greater understanding by consumers about bank products and exception fees the policies applying to them that would lead to better decisions by consumers about the selection of products and the way they operate their accounts. This included the provision of information by banks to help customers monitor their account balances and keep track of payments to avoid incurring exception fees. It is important to make the point that exception fees are avoidable. The initiatives taken by the ABA and member banks to provide more information about exception fees go way beyond fee disclosures mandated under legislation or the Codes mentioned above.

Information about exception fees, in turn, has applied competitive pressures to banks and other providers. The ABA supports competitive fee offerings by banks and we believe that market-based outcomes best benefit bank customers rather than heavy handed legislation that risks disadvantaging consumers.

There is an example of how a market-based approach can work to the benefit of consumers. Six years ago there were very limited offerings of basic bank accounts. Through disclosure and competition a new market emerged. The numbers of basic bank accounts on offer by ABA member banks has grown by 18 per cent over the past six years, and the proportion offering unlimited free transactions is up from 7 to 24 percent.

Competitive forces on banks and other deposit taking institutions have encouraged by this market to emerge and develop. Six years ago, if a regulatory approach had been taken, then it is unlikely that consumers would have had the range of competitively priced options that are available to them today. We believe that there are relevant lessons from this experience that are relevant and applicable to exception fees.

Beginning in 2006 and continuing through to 2008, Australian banks' exception fees have been undergoing changes. The emerging trend is toward a decline in the amount charged for these fees.

For instance:

In 2006, National Australia Bank (NAB) relaunched its market leading Concession Card Account with no exception fees and in November 2007 also launched a new everyday transaction account called Clear Banking, which is available to all customers and also has no exception fees. In early 2008, NAB lowered its outward dishonour fee from \$50 to \$30 and eliminated the current \$12 credit card inward dishonour fee. Since November 2007, customers with a NAB Concession Card account have been no longer charged over limit fees on their credit card.

In August 2006, ANZ Bank (ANZ) simplified its exception fee structure, and reduced to \$10 from \$35 exception fees on transaction accounts for low-income earners. From December 2007, this concessional fee also applies to ANZ credit card customers who hold an ANZ Access Basic account.

From June 2007, Commonwealth Bank (and a number of other banks) no longer charges inward dishonour fees on any account, and charges no honour fee on its Pensioner Security accounts.

In April 2008, Westpac will reduce outward dishonour fees on Choice accounts from \$50 to \$35. This follows initiatives in August 2007 when Westpac reduced exception fees to \$10 from a maximum of \$25 on Basic accounts and selected accounts for Student and Youth customers.

Since May 2007, St George and BankSA have cut inward dishonour fees from \$10.50 to \$0 for all personal deposit accounts, and capped honour and outward dishonour fees at \$8 on Concession accounts.

Since May 2007, Bank of Queensland has removed inward dishonour fees from transaction accounts.

In June 2007, Citibank abolished the \$15 inward dishonour exception fee across all its deposit and mortgage products.

Since November 2007, eligible Adelaide Bank customers using the Concession Xpress account have no inward dishonour fees and a cap of \$10 on honour fees and outward dishonour Fees.

From December 2007, Suncorp no longer charges customers for inward cheque dishonours.

A copy of the updated ABA Fact Sheet recoding these developments accompanies this submission and is available at www.bankers.asn.au .

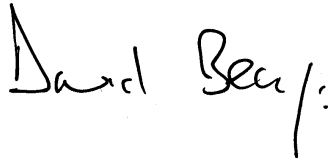
The ABA believes that there is now a better informed market providing a basis for choice and competition. For their part, ABA member banks want customers to have real choice when considering exception fees.

The market for banks' products and services is dynamic and will continue to develop in response to competitive pressures.

Finally, we observe that throughout this process the ASIC has informed the ABA that while welcoming a market based approach to this issue it is closely monitoring developments including making sure that the level of disclosure to customers of all financial institutions about these fees is both adequate and effective.

The ABA submits that the Bill is not an appropriate answer to the question of exception fees and that the Committee should not recommend its enactment.

Yours sincerely,

A handwritten signature in black ink that reads "David Bell". The signature is written in a cursive style with a long, sweeping tail on the letter 'l'.

David Bell

Enclosure:

- (1) ABA fact sheet updated February 2008



Exception Fees

November 2007

CONTEXT

In May 2007 the Australian Bankers' Association (ABA) and member banks undertook to provide improved information on exception fees, in response to community debate.

Since then banks have taken a number of significant steps in relation to exception fees:

- one major bank has announced an account with no exception fees
- several banks have announced major downward revisions to exception fees
- banks have published more information about their exception fees and agreed to review exception fee terms and conditions

This Fact Sheet provides updated information including comparative tables on exception fees for regular transaction accounts, for transaction accounts for eligible low-income earners and concession card holders and for credit card accounts. It forms part of the ongoing industry response and follows an earlier Fact Sheet (August 2007) that identified low-fee accounts and gave tips on how to avoid exception fees.

WHAT ARE EXCEPTION FEES?

Exception fees are disclosed in the account terms and conditions and may be charged when:

- there are insufficient funds available to cover a transaction which may result in either a dishonour or honour (approval to overdraw);
- credit card payments are late; or
- credit card limits are exceeded.

EXCEPTION FEES ARE FALLING

Beginning in 2006 and continuing in 2007, Australian banks' exception fees have been undergoing a sea-change. The emerging trend is toward a decline in such fees.



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For instance:

- In 2006 NAB relaunched its market leading Concession Card Account with no exception fees and in November 2007 also launched a new everyday transaction account called Clear Banking, which is available to all customers and also has no exception fees. For other accounts where these apply, from early 2008, NAB will lower its outward dishonour fee from \$50 to \$30 and eliminate the current \$12 credit card inward dishonour fee. Since November 2007, customers with a NAB Concession Card account are no longer charged over limit fees on their credit card.
- In August 2006, ANZ simplified its exception fee structure, and reduced to \$10 from \$35 exception fees on transaction accounts for low-income earners. From December 2007, this concessional fee will also apply to ANZ credit card customers who hold an ANZ Access Basic account.
- From June 2007, Commonwealth Bank no longer charges inward dishonour fees on any account, and charges no honour fee on Pensioner Security accounts.
- Effective May 2008, Westpac will reduce outward dishonour fees on Choice accounts from \$50 to \$35. This follows initiatives in August 2007 when Westpac reduced exception fees to \$10 from a maximum of \$25 on Basic accounts and selected accounts for Student and Youth customers.
- Since May 2007, St George and BankSA have cut inward dishonour fees from \$10.50 to \$0 for all personal deposit accounts, and capped honour and outward dishonour fees at \$8 on Concession accounts.
- Since May 2007, Bank of Queensland has removed inward dishonour fees from transaction accounts.
- In June 2007, Citibank abolished the \$15 inward dishonour exception fee across all its deposit and mortgage products.
- From November 2007, eligible Adelaide Bank customers using the Concession Xpress account will have no inward dishonour fees and a cap of \$10 on honour fees and outward dishonour Fees.
- From December 2007, Suncorp will no longer be charging customers for inward cheque dishonours.

These movements reflect the dynamic play of competitive market forces.

EXCEPTIONS FEES - TRANSACTION ACCOUNTS

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To assist the community to get the most out of its banking services, the following tables provide a survey of the lowest exception fees available (a description of terms is provided in the Glossary at the end of this Fact Sheet).

Table 1 surveys regular transaction banking accounts, across thirteen banks. Whilst the stated fees typically apply to more than one product, for ease of understanding the table displays a single representative account for each bank. These accounts are not just restricted to low-income earners and concession card holders: the table refers to accounts widely available to the general banking population.

The table shows that inward dishonour fees are not charged in the majority of cases.

Moreover, it shows that Australian consumers can avoid exception fees altogether: NAB's Clear Banking account, available from November 2007, does not have any exception fees.

Table 1: Lowest exception fees on regular transaction accounts

Bank	Account	Honour Fee	Dishonour Fee (outward)	Dishonour Fee (inward)
Adelaide Bank	Merlin	\$35	\$40	\$12
ANZ	All consumer transaction and savings products ¹	\$35	\$35	\$0
Bank of Queensland	Reverse Charges	\$30	\$40	\$0
BankSA	Complete Freedom	\$38	\$45	\$0
BankWest	Lite Trans	\$45	\$50	\$10
Bendigo Bank	Ultimate Everyday	\$28	\$40	\$0
Citibank	Citibank Plus	\$40	\$40	\$0
Commonwealth	Streamline	\$30	\$35	\$0
HSBC	Online Savings	\$20	\$40	\$5
NAB	Clear Banking	\$0	\$0	\$0
St. George	Complete Freedom	\$38	\$45	\$0
Suncorp	Everyday Options	\$40	\$40	\$0
Westpac	Choice	\$40 ²	\$35 ³	\$0

¹ except for the reduced fee that applies for holders of ANZ Access Basic accounts (see below)

² \$10 on selected accounts for Student and Youth customers

³ From May 2008 (delayed from February 2008 due to unexpected implementation issues)

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Table 2 shows exception fees on transaction accounts for eligible low-income earners and concession card holders.

There have been a number of significant reductions in exception fees on accounts for eligible low-income earners and concession card holders. For example:

- NAB abolished exception fees for these customers in September 2006
- ANZ reduced exception fees on Access Basic account from \$35 to \$10 in August 2006
- CBA will no longer charge honour fees on Pensioner Security accounts, effective November 2007
- St George removed inward personal dishonour fees from May 2007. Honour fees on St George Concession accounts fell from \$38 to \$8, and outward dishonour fees from \$45 to \$8, effective July 2007
- BankSA removed inward personal dishonour fees from May 2007. Honour fees on BankSA Concession accounts fell from \$38 to \$8, and outward dishonour fees from \$45 to \$8, effective July 2007
- Westpac reduced honour fees on its Basic account from \$20 to \$10, and outward dishonour fees from \$25 to \$10, effective August 2007
- Adelaide Bank reduced all exception fees on its Concession Xpress account. This includes reducing honour fees from \$35 to \$10, outward dishonour fees from \$40 to \$10, and removing inward dishonour fees altogether.

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**Table 2: Lowest exception fees on transaction accounts:
eligible low-income earners and concession card holders**

Bank	Account	Honour Fee	Dishonour Fee (outward)	Dishonour Fee (inward)
Adelaide Bank	Concession Xpress	\$10	\$10	\$0
ANZ	Access Basic	\$10	\$10	\$0
Bank of Queensland	Pension Plus	\$30	\$40	\$0
BankSA	Concession	\$8	\$8	\$0
BankWest	Fee Saver Basic	\$45	\$50	\$10
Bendigo Bank	Achiever Passbook	\$28	\$40	\$0
Citibank	Citibank Plus	\$40	\$40	\$0
Commonwealth	Pensioner Security	\$0	\$35	\$0
HSBC	Online Saving	\$20	\$40	\$5
NAB	Concession Card	\$0	\$0	\$0
St. George	Concession	\$8	\$8	\$0
Suncorp	Everyday Options – Government Benefits Waiver	\$40	\$40	\$0
Westpac	Basic (and selected other accounts for Student and Youth customers)	\$10	\$10	\$0

EXCEPTION FEES - CREDIT CARDS

Table 3 shows lowest exception fees on standard credit card accounts across thirteen banks.

While there is little evidence of change in exception fees for standard cards to date, by shopping around customers can find the best deal on these fees.

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**Table 3: Lowest exception fees on regular credit cards**

Bank	Card	Late Payment Fee	Overlimit Fee
Adelaide Bank	Adelaide	\$35	\$35
ANZ	All consumer credit cards	\$35	\$35
Bank of Queensland	Low Rate	\$30	\$30
BankSA	Vertigo	\$35	\$30
BankWest	Lite	\$35	\$30
Bendigo Bank	Red Credit	\$25	\$28
Citibank	Citibank	\$30	\$40
Commonwealth	Low Rate	\$25	\$25
HSBC	Classic	\$30	\$30
NAB	Low Rate	\$30	\$25
St. George	Vertigo	\$35	\$30
Suncorp	Clear Options	\$30	\$40
Westpac	Altitude	\$35	\$35

Table 4 shows the lowest exception fees on credit cards which are available to eligible concession card holders. These customers have enjoyed a number of recent reductions:

- for customers who qualify for an Access Basic account, ANZ reduced exception fees from \$35 to \$10 on their ANZ credit card effective December 2007
- In November 2007 NAB removed the overlimit fee (previously \$25) and removed the ability to overdraw the card on electronic purchases.

Further information on member banks' low-income earner and concession card products is available at each bank's website.

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**Table 4: Lowest exception fees on credit cards:
eligible low-income earners and concession card holders**

Bank	Card	Late Payment Fee	Overlimit Fee
Adelaide Bank	Adelaide	\$35	\$35
ANZ	All consumer credit cards ⁴	\$10	\$10
Bank of Queensland	Low Rate	\$30	\$30
BankSA	Vertigo	\$35	\$30
BankWest	Lite	\$35	\$30
Bendigo Bank	Red Credit	\$25	\$28
Citibank	Citibank	\$30	\$40
Commonwealth	Low Rate	\$25	\$25
HSBC	Classic	\$30	\$30
NAB	Low Rate	\$30	\$0
St. George	Vertigo	\$35	\$30
Suncorp	Clear Options	\$30	\$40
Westpac	Altitude	\$35	\$35

TOOLS BANKS OFFER TO AVOID EXCEPTION FEES

Individual banks have responded to customer feedback on exception fees by providing tools and services to help customers avoid these fees.

Banks have also responded to customer needs by publishing better information about their own particular policies.

Exception fees are generally avoidable and there are ways you can help minimise their occurrence. Each bank has its own approach, which means genuine choice for the consumer.

Some banks have facilities available such as the capacity to switch off the capacity to exceed your credit card limit on electronically authorised purchases and cash advances, or SMS alerts for both successful and missed transactions or a 'sweeps' facility to automatically transfer funds from another account when a direct debit is presented which may overdraw an account. Customers can contact their bank to see if these services are available.

⁴ For ANZ credit card customers who hold an ANZ Access Basic account

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The boxes below survey various bank approaches.

Further information is available at each bank's website.

Bank	Tools
<p>Adelaide Bank</p>	<p>Adelaide Bank approach Adelaide Bank advises customers that it understands it can sometimes be easy to lose track of your account balances or miss a payment. On these occasions it is possible that you may incur Exception Fees. The Bank always welcomes the opportunity to talk with you about your situation and look at ways to avoid incurring these fees in future.</p> <p>Find out more about your fees and charges. The more you know about the fees and charges that apply to your account, the better prepared you can be to minimise them. Read the 'How to Avoid Getting Stung' brochure.</p> <p>By following Adelaide Bank's suggested straightforward tips you'll reduce the amount of fees charged to your accounts.</p> <p>How to reduce fees paid on Adelaide Bank accounts</p> <p>The Bank provides the following tips:</p> <ul style="list-style-type: none"> • manage your transactions Instead of withdrawing small amounts, try to plan your cash requirements in advance to make less frequent withdrawals • check your account balance before you make a withdrawal or write a cheque – and keep a record of your regular payments • Use the internet and phone banking facilities provided by Adelaide Bank to keep track of your account balances • consolidate your accounts; if you have more than one account with Adelaide Bank or another financial institution, you may be able to save time and money by consolidating your accounts <p>To find out more:</p> <p>http://www.adelaidebank.com.au//fees_and_charges/index.html</p>
<p>ANZ</p>	<p>August 2007 ANZ announcement In August 2007 ANZ announced new policies to further ease the burden of exception fees. In particular the Bank expressed its concern for low-income earners.</p> <p>The new policy sets out ANZ commitments with regard to late payment fees and overlimit fees on ANZ consumer credit cards:</p> <ol style="list-style-type: none"> 1. Full disclosure - ANZ will ensure clear and simple information about the exception fees that apply to your ANZ credit card account is provided 2. Keeping fees simple - ANZ will charge one single flat amount for both exception fees (except for the reduced fee that applies for holders of ANZ Access Basic accounts) 3. Helping you avoid these fees - ANZ will provide you with information and

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options to help you avoid these fees, including:

- a. ANZ CardPay Direct, a facility to make your credit card payments automatically from a nominated Australian bank account
- b. The option of electing not to exceed your credit card limit on electronically authorised purchases and cash transactions
- c. Regular advice (if you incur these fees) on ways you can avoid them

4. Applying these fees fairly:

- a. You will not have to pay for the first exception fee you incur if you contact us to discuss it and the options to avoid the fee in the future
- b. You will not be charged more than one overlimit fee in any one monthly statement cycle

How to avoid ANZ exception fees

ANZ says first step to avoiding these fees is to understand what they are and how they work. Information on these fees is provided to you when you open your ANZ account.

One of the simplest ways is for you to regularly check your account balance via ATMs, ANZ Phone and Internet Banking to ensure there are sufficient funds available to cover any transactions. Other more specific ways to help you avoid these fees include:

- allow time for cheque and ATM deposits to clear before you attempt to draw on these funds. The Bank suggests you allow 3 to 5 business days
- check when your periodical payments are due and reschedule them if necessary

Exception fees can be managed by using an ANZ Assured \$500 safety net—ANZ Assured provides you with a \$500 overdraft limit on your Access Advantage, Access Select or ANZ One account for \$5 per month plus interest on the amount of credit.

When using an ANZ credit card, overlimit fees can be avoided by regularly checking your account balance via ATMs, ANZ Telephone and Internet Banking to ensure there is sufficient credit available to cover any transaction. You can also ask ANZ to switch off the ability to exceed your credit card limit on electronically authorised purchases and cash transactions. Alternatively, you can examine your individual circumstances to determine whether a higher credit limit would be more appropriate for your circumstances, subject to meeting ANZ's normal credit approval criteria.

To avoid late payment fees you should ensure that you pay at least your minimum monthly payment by the due date. To assist with this you may want to consider noting when the payment is due in your diary, or set a reminder for yourself. Alternatively, you can consider ANZ's CardPay Direct which allows you to arrange to have your credit card payment made automatically from a nominated Australian bank account.

To find out more:

<http://www.anz.com/aus/about/media/mediareleases2007/media.asp?type=mr&year=2007>

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Bank of Queensland	<p>BoQ Recent Review of Terms and Conditions relating to exception Fees</p> <p>Bank of Queensland has reviewed the terms and conditions that govern its products, and in particular how these relate to exception fees. The Bank is committed to educating consumers through its website and in branch about these fees and how they can be avoided. The Bank will also continue to investigate alternatives for customers to avoid paying these types of fees.</p> <p>Bank of Queensland discloses a variety of fees and charges in its Terms and Conditions books. These terms and conditions govern how your account is operated by the Bank.</p> <p>How to avoid BOQ transaction fees</p> <p>All of these fees can be avoided by doing a few simple things:</p> <ul style="list-style-type: none"> • regularly check your account balance.; you can do this for free in a Bank of Queensland branch, using a BOQ ATM, through Internet Banking, through an SMS when using Internet Banking, through EasyPhone Banking, or on your regular statement • keep a record of when your regular payments are due to come out of your account (and make sure you have sufficient balance to cover the amount) • check your account balance before you write out a cheque and ask the recipient of the cheque to contact you when they present the cheque so you can be sure there will be sufficient balance in your account • set up regular payments yourself through Internet Banking. You can then manage them yourself and amend the amount to be transferred or cancel the payment if needed etc • set up a Credit Card Saver plan to pay your balance on time <p>To find out more:</p> <p>http://www.boq.com.au/aboutus_media_20070629.htm</p>
BankSA	<p>BankSA June 2007 review</p> <p>Since May 2007, BankSA has conducted a comprehensive review of the content and positioning of its 'How to minimise fees' education section on the Bank's website, including home page prominence and clear explanation of fees and various ways customers can avoid them.</p> <p>BankSA advises that exception fees are avoidable and fully disclosed upfront as part of the Bank's terms and conditions.</p> <p>How to avoid BankSA exception fees</p> <p>BankSA has a number of ways for you to monitor the state of your accounts and ensure you avoid these types of fees. The Bank makes it easy to monitor your account through:</p> <ul style="list-style-type: none"> • Internet and Phone banking • BankSA ATM balance enquiries • SMS and email alerts • Enquiring at any BankSA branch <p>Other tips to avoid exception fees are listed on the Bank's website.</p>

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	<p>Real-time SMS and email alerts on all your accounts are an efficient way for you to receive updates on your accounts, providing more control over your finances and a greater sense of security.</p> <p>Customers can request either SMS or email:</p> <ul style="list-style-type: none"> • Daily Balance Alerts - get the available balance on your nominated deposit account at the beginning of every day • Withdrawal Alerts - enjoy peace of mind knowing your direct debits or loan repayments have been made • Deposit Alerts - keep track of your salary payment or other direct credits • High Balance Alerts - don't max out that credit card - be informed when your balance reaches a pre-determined limit • Low Balance Alerts - avoid overdrawing your account - receive alerts when your balance reaches a pre-determined limit • Authorisation Alerts - keep a step ahead of fraudsters - be notified of each new credit or debit card authorisation. • Dishonour Alerts-protect your financial reputation-receive an alert when your account is overdrawn due to a cheque presentation, direct debit or periodical payment. <p>You can register for SMS and email alerts via Internet banking. Email alerts are free, while SMS alerts are charged at \$0.25 per SMS. For Dishonour Alerts there is a service cost of \$2 a month per account and \$0.25c an alert. If a customer has a Complete Freedom account they will receive 10 free SMS alerts per month.</p> <p>You can also avoid late payment fees by arranging for an Automatic Payment Plan on your credit card account. This ensures that at least the minimum monthly amount due is paid. To manage your accounts and ensure you know exactly when payments are due utilise the scheduled payments function within internet banking for BPAY® and payee transfers. You can even set up an email alert to let you know when your transaction has been successfully processed. These transactions are quick and easy to set up. Unlike Periodic Payments, scheduled payments cannot overdraw your account and therefore remove the risk of incurring a dishonour or honour fee.</p> <p>To find out more:</p> <p>http://www.banksa.com.au/accounts/fees/minimise.asp?orc=personal&WT.ac=Front-how_to_minimise_fees-July07 http://www.banksa.com.au/media_centre/news/news_archive.asp?id=246</p>
BankWest	<p>BankWest's approach</p> <p>BankWest advises that it is committed to ensuring that customers know exactly what its fees are, why it charges them and how they can be minimised or even avoided.</p> <p>The Bank advises that in most cases these charges can be easily avoided by careful management of your finances. The importance of a regular review of your account balances before making payments cannot be understated. In particular, the Bank recommends that you ensure all recent deposits into your account have cleared before payments are</p>

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	<p>drawn against them. This can vary according to the type of deposit being made, so if in doubt please check your account.</p> <p>The Bank advises customers to take a look at the suggestions on its website that identify some areas where you can minimise or avoid fees all together.</p> <p>How to avoid BankWest transaction fees The best way to avoid paying exception fees is to manage your accounts carefully, be aware of direct debit dates and make sure you always make payments on time.</p> <p>Other simple tips the Bank suggests to help you stay on track are:</p> <ul style="list-style-type: none"> • keep a small balance in your account to help cover any unexpected withdrawals • know your account and read the Product Disclosure Statement (PDS) <p>Keeping track of transactions you have made is an important part of avoiding exception fees. This can be done by retaining receipts or by utilizing the Mini Statement function available at BankWest ATMS.</p> <p>The Bank suggests setting up a regular payment from your account to your credit card to ensure minimum payments are made on time.</p> <p>To find out more:</p> <p>http://www.bankwest.com.au/Fees/How_to_avoid_Bank_Fees/index.aspx</p> <p>In addition, BankWest also provides point of sale leaflets and makes use of summary boxes on customer statements which provide information on fees.</p>
Bendigo Bank	<p>Bendigo Bank's approach The Bank advises customers that it understands it can sometimes be easy to lose track of your account balances or miss a payment. On these occasions it is possible that you may incur one of the following Exception Fees. The Bank always welcomes the opportunity to talk with you about your situation and look at ways to avoid incurring these fees in future.</p> <p>Find out more about your fees and charges. The more you know about the fees and charges that apply to your account, the better prepared you can be to minimise them. Read the 'Bendigo Fees Charges and Transaction Account Rebates' brochure.</p> <p>By following the Bank's suggested straightforward tips you'll reduce the amount of fees charged to your accounts.</p> <p>How to avoid Bendigo transaction fees The Bank provides the following tips:</p> <ul style="list-style-type: none"> • manage your transactions Instead of withdrawing small amounts, try to plan your cash requirements in advance to make less frequent withdrawals • check your account balance before you make a withdrawal or write a cheque – and keep a record of your regular payments • sign-up for email alerts

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	<ul style="list-style-type: none"> consolidate your accounts; if you have more than one account with the Bendigo or another financial institution, you may be able to save time and money by consolidating your accounts <p>Bendigo suggests that to avoid overdrawing your account, sign up for a Bendigo 'low balance alert' and the Bank will notify you by email when your account balance drops below a pre-set level.</p> <p>Bendigo Transaction Account Rebates can help you cut the cost of banking. If you hold an eligible account we'll provide a monthly allowance to help you offset your fees. Extra savings for shareholders apply: if you have more than 500 fully paid Bendigo Bank shares you'll receive an additional allocation of Transaction Account Rebates.</p> <p>To find out more:</p> <p>http://www.bendigobank.com.au/public/terms/fees_and_charges.asp</p>
<p>Citibank</p>	<p>Citibank recent announcement</p> <p>In June 2007 Citibank abolished the \$15 inward dishonour fee across all its deposit and mortgage products.</p> <p>Citibank's approach</p> <p>Citibank has a specific section on its home website entitled "Want to avoid bank fees?".</p> <p>The Bank advises that we all need and use financial products - everything from everyday bank accounts to credit cards. And with some smart strategies it's possible to trim the fees you pay. Many regular account fees can be kept to a minimum simply by shopping around and finding the account that best suits your style of banking.</p> <p>However you may also be charged exception fees. These sorts of fees can be avoided altogether simply by knowing the types of events that could trigger an exception fee.</p> <p>Take a look through the terms and conditions applicable to the financial products you use for a complete picture of the types of exception fees involved, and make use of the Bank's advice, for example at:</p> <p>Cutting the cost of everyday accounts: http://www.citigroup.com.au/usecreditwisely/uw-Cutting_the_cost_of_eryday_accounts.html</p> <p>Cutting the cost of credit cards: http://www.citigroup.com.au/usecreditwisely/uw-Cutting_the_cost_of_credit_cards.html</p> <p>Cutting the cost of lines of credit: http://www.citigroup.com.au/usecreditwisely/uw-Cutting_the_cost_of_lines_of_credit.html This information is part of Citibank's <i>Use Credit Wisely</i> campaign and extends not only to reducing bank fees but also managing your debt, making your budget work and money saving ideas."</p> <p>To find out more:</p> <p>http://www.citibank.com.au</p>

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<p>Commonwealth Bank</p>	<p>How to avoid Commonwealth Bank exception fees Commonwealth Bank will no longer charge honour fees on Pensioner Security accounts, effective November 2007. Commonwealth Bank offers tips on how to avoid exception fees on its website. The best way to avoid these types of fees is to ensure you have sufficient funds in your account to operate within approved limits. To assist in achieving this the Commonwealth Bank recommends you:</p> <ul style="list-style-type: none"> • check your account balance via a Commonwealth Bank ATM, NetBank or by calling the Bank before you write a cheque or before making another transaction • keep track of and allow for any payments that may not have been processed to your account • keep track of and allow for any scheduled payments when they are due • schedule regular payments for the day after your pay/pension is credited to your account • suspend or reschedule payments if you know you will not have sufficient funds in your account to make the payment <p>For a credit card account, Commonwealth Bank advises customers to ensure that at least the minimum payment is paid by the payment due date</p> <p>To find out more:</p> <p>http://www.commbank.com.au/personal/daybanking/MinimisingFees.asp</p>
<p>HSBC</p>	<p>HSBC approach HSBC advises customers that it is committed to fee disclosure. You can find a list of fees in the brochure entitled <i>Personal financial services charges – your guide</i>, available from the website.</p> <p>Updates to fees are also advised to customers. HSBC may alter its fees from time to time. When it makes such a change the Bank will notify you and will explain to you the nature of the new fee or fee increase and how it may affect the service provided to you. Note that some changes in government-imposed fees will be publicised by the government rather than HSBC.</p> <p>The timing for different fees will vary. Details of when the Bank charges you a specific fee can be found in the terms and conditions.</p> <p>How to avoid HSBC exception fees</p> <ul style="list-style-type: none"> • choose the most appropriate account for your transactional or savings needs • review your banking habits and identify what you are being charged fees for • review the relevant Terms and Conditions and Product Disclosure Statement; these will help you understand the fees that may be charged in relation to your product • plan your spending • create a budget; review your financial commitments and reconcile them with incoming funds to identify your overall spending limits • check your balance regularly at an HSBC branch, an HSBC ATM, or by internet and phone banking and always operate within your

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	<p>account balance or credit limit</p> <ul style="list-style-type: none"> • be mindful of your direct debits and ensure that you maintain enough money in your accounts to accommodate these commitments • reschedule payments if you know your balance will not cover the required debit amount • keep a small balance in your account to cover unexpected payments or withdrawals • check your account or credit card balance before making large purchases • make sure you pay your credit card, personal loan and mortgage payments by the due date • schedule regular payments for the day after your salary or other regular incoming funds are due to arrive in your account. <p>To find out more:</p> <p>http://www.banking.hsbc.com.au/information/news/070629.html http://www.hsbc.com.au/1/PA_1_2_S5/content/australia/common/pdf/personal/exception-fees-report.pdf</p>
<p>NAB</p>	<p>September 2007 NAB announcement</p> <p>In September 2007 NAB announced the bank will be moving away from exception fees with smart everyday banking.</p> <p>The Bank will introduce a range of new measures that cut fees and make everyday banking easier for millions of customers. The aim is to 'offer greater choice, better value and more simplicity in banking, Nab said. The Bank is to further assist low income earners, and is also strengthening its customer charter to better reflect their approach on fees.</p> <p>This means:</p> <ul style="list-style-type: none"> • fees that are clear to customers and explained in simple, everyday language • giving customers greater choice to pay for the services they want <p>In 2006 NAB relaunched its market leading Concession Card Account with no exception fees. Since November 2007, customers with a NAB Concession Card Account are no longer charged overlimit fees (previously \$25) on their NAB credit card. NAB has also removed the ability to overdraw the card on electronic purchases.</p> <p>Also, from early next year, NAB will lower its dishonour fee (outward) from \$50 to \$30, and eliminate the inward dishonour fee (currently \$12 for credit cards only).</p> <p>In November 2007, NAB launched a new NAB smart everyday banking account called Clear Banking. NAB's new Clear Banking account has been especially designed for those wanting firm control of their budget and reduces the risk of customers overdrawing. For a \$6 monthly service fee (which doesn't need to be paid if customers deposit more than \$3,500 into the account per month) the Clear Banking account has no exception fees.</p>

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	<p>How to avoid NAB exception fees NAB advises its customers that the simplest way to avoid these fees is to operate their account within its normal limits. To help achieve this Nab has listed some handy tips that will help you keep track of your accounts and manage day-to-day banking:</p> <ul style="list-style-type: none"> • check your account balance regularly via NAB ATMs, NAB Telephone Banking and NAB Internet Banking • know when direct debits or periodical payments will withdraw funds from your account; you may consider changing the date to ensure they happen just after you receive your pay • make sure you have the funds to cover any cheques or payments you make • wait for cheques you have deposited to be cleared before you try to use the funds • have your salary credited into the account that your direct debits are paid from • combine or consolidate any individual everyday bank accounts to help you manage cash flow activities to cover direct debits, periodical payments etc <p>If you regularly need to exceed the balance of available funds in your account you can apply for an overdraft facility, which allows you to overdraw your account up to an approved limit; to find out more about overdrafts or the NAB Concession Card Account, drop into your local NAB branch and talk to your banker about your options, or call the Bank.</p> <p>The Bank advises customers to arrange for a direct debit to pay your credit card.</p> <p>To find out more: http://www.nab.com.au/About_Us/0,,87884,00.html http://www.nab.com.au/Personal_Finance/0,,83417,00.html</p>
<p>St George</p>	<p>St. George's June 2007 review Since May 2007, St. George has conducted a comprehensive review of the content and positioning of its <i>'How to minimise fees'</i> education section on the Bank's website, including home page prominence and clear explanation of fees and various ways customers can avoid them.</p> <p>St. George Bank advises that exception fees are avoidable and fully disclosed upfront as part of the Bank's terms and conditions.</p> <p>How to avoid St George exception fees St. George has a number of ways for you to monitor the state of your accounts and ensure you avoid these types of fees. The Bank makes it easy to monitor your account through:</p> <ul style="list-style-type: none"> • Internet and Phone banking • St. George ATM balance enquiries • SMS and email alerts • Enquiring at any St George branch <p>Other tips to avoid exception fees are listed on the Bank's website.</p> <p>Real-time SMS and email alerts on all your accounts are an efficient way</p>

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	<p>for you to receive updates on your accounts, providing more control over your finances and a greater sense of security.</p> <p>Customers can request either SMS or email:</p> <ul style="list-style-type: none"> • Daily Balance Alerts - get the available balance on your nominated deposit account at the beginning of every day • Withdrawal Alerts - enjoy peace of mind knowing your direct debits or loan repayments have been made • Deposit Alerts - keep track of your salary payment or other direct credits • High Balance Alerts - don't max out that credit card - be informed when your balance reaches a pre-determined limit • Low Balance Alerts - avoid overdrawing your account - receive alerts when your balance reaches a pre-determined limit • Authorisation Alerts - keep a step ahead of fraudsters - be notified of each new credit or debit card authorisation. <p>You can register for SMS and email alerts via Internet banking. Email alerts are free, while SMS alerts are charged at \$0.25 per SMS. If a customer has a Complete Freedom account they will receive 10 free SMS alerts per month.</p> <p>You can also avoid late payment fees by arranging for an Automatic Payment Plan on your credit card account. This ensures that at least the minimum monthly amount due is paid. To manage your accounts and ensure you know exactly when payments are due utilise the scheduled payments function within internet banking for BPAY® and payee transfers. You can even set up an email alert to let you know when your transaction has been successfully processed. These transactions are quick and easy to set up. Unlike Periodic Payments, scheduled payments cannot overdraw your account and therefore remove the risk of incurring a dishonour or honour fee.</p> <p>To find out more: http://www.stgeorge.com.au/media_centre/news/news_archive.asp?id=245 http://www.stgeorge.com.au/accounts/fees/minimise.asp?orc=personal&WT.ac=Front-Righthowtominimisefees-July07</p>
Suncorp	<p>Suncorp's July 2007 review Suncorp's latest review of fees occurred in July 2007 and resulted in the publication of additional information in the Bank's Product Information Documents to assist customers to understand and avoid exception fees on Suncorp accounts.</p> <p>As part of normal business operations, Suncorp regularly reviews fees to ensure its products are very competitive and makes information available on how these fees can be minimised. As a result of its latest review, Suncorp will no longer charge an Inward Dishonour Fee effective December 2007.</p> <p>Any changes to exception fees resulting from a review by the Bank are communicated to customers.</p> <p>How to avoid Suncorp transaction fees</p>

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Suncorp advises customers to make sure that they have enough money available in their account before writing a cheque and to ensure that the money remains in their account until the cheque is deposited or cashed by the other party.

For example, if a customer writes a \$100 cheque to pay a bill, they need to make sure that \$100 is left in the account until the cheque is presented to the Bank for payment. Unfortunately, sometimes it takes a while for a cheque to be banked and customers may inadvertently withdraw the funds before the cheque is presented.

Suncorp also suggests the following ways to ensure that a customer's funds remain available to meet payments:

- always keep track of transactions made on your card and check your online statements regularly if you are a frequent user
- make sure you have sufficient money available in your account to cover your credit card transactions; your available balance can be checked at any time through Suncorp ATMs, Internet and Phone Banking
- take note of the due date when you receive your credit card statement and take care to make your payment on or before that date
- make sure you allow for any processing time that may apply when using payment services such as BPay or external transfers from another bank; if you are unclear, check with the bank that you're making the payment from to find out how long the processing time may be. Processing time delays payments meaning you may not meet the repayment due by date if you do not allow enough time between making the payment and the due date
- use 'sweeps' to automatically transfer funds between Suncorp accounts; this service would enable money to be automatically transferred for example if a cheque was presented on an account that did not have enough money in it to meet the payment
- set up alerts on Internet Banking so that you receive notifications when the balance in your account hits a nominated limit
- use alternative payment methods such as transfers or bank cheques so the funds are immediately withdrawn from your account

Customers can set up a sweep between their Suncorp accounts which will automatically transfer money into a nominated account if there are insufficient funds in that account to cover a direct debit or personal cheque. The cost of a sweep is \$1.50, which is much less than the fees for overdrawing the account or for the dishonour of a direct debit or cheque.

Making regular payments during the month using our Autopay facility can also reduce the risk of the customer's card going over its limit.

Suncorp assists its customers to avoid the over the limit fee by preventing electronically authorised transactions to cause the account to go over its approved limit. This means that withdrawals using Suncorp Internet, Phone Banking, ATMs and electronic merchant terminals (where possible) will be declined if the customer's credit card is already over the agreed credit limit or the transaction would cause the customer to exceed

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	<p>their limit.</p> <p>However, there may still be some transactions processed to a credit card account that result in a customer exceeding their credit limit, for example, Visa purchases that are not electronically authorised or recurring direct debit transactions. Suncorp recommends that customers make provision for these transactions when calculating their available balance.</p> <p>Suncorp encourages its customers to choose an account suitable to their lifestyle and to learn more on how to minimise exception fees.</p> <p>To find out more:</p> <p>http://suncorp.com.au/suncorp/personal/transaction_accounts/exception_fees.aspx</p>
Westpac	<p>Westpac's approach</p> <p>Westpac is committed to helping you avoid or minimise the fees you pay and ensuring you have the right products and services to meet your needs.</p> <p>Fees and any other charges related to your product or service are outlined in the Product Disclosure Statement or the Consumer Credit Card Conditions of Use. Westpac recommends you read these documents and ask about anything you don't understand. For help simply visit a Westpac branch or telephone.</p> <p>A summary of exception fees on Westpac's consumer accounts and how they may be avoided is available on the Bank's website.</p> <p>How to avoid Westpac exception fees</p> <p>Westpac advises its customers the following options may be available:</p> <ul style="list-style-type: none"> • check balances regularly via a Westpac ATM, Telephone Banking, or Internet Banking to ensure there are sufficient cleared funds available to make scheduled payments • set up a due date to process the payment a day after scheduled payment of cleared funds are made to the account • maintain a consistent surplus balance to ensure there are sufficient cleared funds available when scheduled payments are processed • ensure sufficient cleared funds are available in the account prior to writing a cheque • establish an automatic transfer or automatic replenishment to ensure there are sufficient cleared funds available when the scheduled payment is due. Please note there is a fee for this service • consider an alternative method for scheduled payments, eg salary disbursement, BPAY or Internet Banking • set up your direct debit to draw from an alternate applicable account (eg credit card, loan account) • investigate the possibility of a permanent overdraft • set a reminder in your diary, organiser, computer or mobile phone for the day before a scheduled payment is due. This way you can ensure there are sufficient cleared funds in your account for the payment

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	<p>The Bank offers the Westpac Budget Planner to help avoid exception fees. It is available on the Bank's website. Use the Budget Planner to assess how much you currently spend and work out what you can save each month towards a regular investment, and avoid overdrawing your account.</p> <p>Westpac provides the following tips to avoid credit card exception fees:</p> <ul style="list-style-type: none">• set up Card Autopay, a free service that automatically pays the minimum monthly payment or a nominated amount to the credit card monthly• set a reminder in your diary, organiser, computer or mobile phone for the day before the monthly payment is due• ensure spend is within the credit limit• obtain regular balances via a Westpac ATM, Telephone Banking, and Internet Banking to ensure there are sufficient cleared funds to conduct transactions without exceeding limits• maintain a buffer to your account to ensure all direct debits and other scheduled payments can be made• investigate the possibility of an increase in credit card limit• use Westpac's Budget Planner <p>To find out more:</p> <p>http://www.westpac.com.au/internet/publish.nsf/Content/WICRCU+Helping+you+avoid+or+minimise+fees</p>
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NOTE TO BANK CUSTOMERS

This Fact Sheet is intended to provide the community with information specifically relating to exception fees on transaction accounts and credit card accounts. Bank customers should be aware that any decisions that they may make on bank products and services should be made using a broader range of information and/or discussions with their bank so that the product which best suits their own personal or family circumstances is selected.

ABA COMMITMENT TO FOSTERING COMPETITIVE OUTCOMES

The ABA and its members believe improved disclosure means consumers have real choice when considering exception fees, which in turn is likely to foster market-based outcomes that benefit bank customers. Reflecting this, transparency of fees is prescribed under the industry's own Code of Banking Practice.

Disclosure of fees by Australian banks is mandated by Government legislation. The ABA has had discussions with the Australian Securities and Investments Commission (ASIC) regarding exception fees. ASIC has informed ABA that it welcomes the industry's initiatives aimed at ensuring an effective level of disclosure to customers about exception fees.

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Glossary of terms

<i>Concession Account (or Basic Account)</i>	Available to qualified customers holding a Commonwealth Pensioner Concession Card, Health Care Card, Seniors Health Card, Veterans Affairs Card or equivalent.
<i>Email alerts</i>	Provide real-time email messages giving account information such as daily balance, withdrawals, deposits, high/low balance and transaction authorisation.
<i>Honour fee</i>	May apply when you make a payment out of your account that exceeds your available funds and your bank approves the payment.
<i>Inward dishonour fee</i>	May apply when an external payment is made into your account and is dishonoured by another bank.
<i>Late payment fee</i>	May apply when the payment due on your credit card is not paid on or before the required date.
<i>Overlimit fee</i>	May apply when the balance of your card exceeds your approved credit limit.
<i>Outward dishonour fee</i>	May apply when you make a payment out of your account that exceeds your available funds and your bank does not approve the payment.
<i>SMS alerts</i>	Provides real-time SMS alerts of account information such as daily balance, withdrawals, deposits, high/low balance and transaction authorisation.
<i>Sweep facility</i>	A facility linking your different accounts which will automatically transfer money from one of your nominated accounts into another account, whenever there are insufficient funds to cover a direct debit or personal cheque.
<i>Switch off over-the-limit facility</i>	You can also ask your bank to switch off the ability to overdraw your account, so that a withdrawal will automatically be declined if the available funds in your account will be exceeded and you will not incur an exception fee.

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FACT SHEET

Survey of banks' everyday transaction accounts

Bank	Account	Account-keeping fee per month ⁵	Number of free transactions per month ⁶	Own ATM w'draw fee	Branch w'draw fee	EFTPOS transaction fee	Phone transaction fee	Internet transaction fee	Cheque facility?
		\$		\$	\$	\$			
Adelaide Bank	Visa Debit	5	unlimited direct & credit	0	0	0	0	0	√
ANZ	Access Advantage	5	unlimited	0	0	0	0	0	√
Bank of Queensland	Reverse Charges	4	unlimited	0	0	0	0	0	√
BankSA	Simply Freedom	6	unlimited	0	0	0	0	0	√
BankWest	Lite Trans (Direct Option)	2.99	unlimited	0	Chq 1.00 Other 3.00	0	0	0	√
Bendigo Bank	Ultimate Everyday	0		0.70	1.75	0.70	0.40	0.40	√
Citibank	Citibank Plus	5	unlimited	0	n/a	0	0	0	√
Commonwealth	Streamline Unlimited	6	unlimited	0	0	0	0	0	√
HSBC	Online Savings	0	Unlimited Internet & Phone Banking transactions & BPAY (excl TTs)	0	5	0	0	0	√
NAB	Clear Banking	6	unlimited	0	0	0	0	0	X
St. George	Simply Freedom	6	unlimited	0	0	0	0	0	√
Suncorp	Everyday Options	5	unlimited	0	0	0	0	0	√
Westpac	Choice	5	unlimited	0	0	0	0	0	√

⁵ Some banks may not charge a monthly account keeping fee if the customer maintains a minimum monthly balance in the account.

⁶ Excluding transactions through ATMs of other financial institutions, transfers involving other financial institutions and batch payment transactions.

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FACT SHEET

Survey of banks' concession card transaction accounts

Bank	Account	Account-keeping fee per month \$	Number of free transactions per month	Own ATM w'draw Fee \$	Branch w'draw Fee \$	EFTPOS Transaction fee \$	Phone transaction fee\$	Internet transaction fee \$	Cheque facility?
Adelaide Bank	Concession Xpress	0	\$15 rebate	1.50	2.5	1	0.5	0.5	X
ANZ	Access Basic	0	unlimited	0	0	0	0	0	X
Bank of Queensland	Pension Plus	0	unlimited	0	0	0	0	0	√
BankSA	Concession	0	8	0.6	2.5	0.6	0	0	X
BankWest	Fee Saver Basic	0	6	0.65	3	0.65	0.65	0	X
Bendigo Bank	Achiever Passbook	0	\$4 rebate	n/a	1.75	n/a	0.4	0.4	X
Citibank	Citibank Plus	0 ⁷	unlimited	0	n/a	0	0	0	√
Commonwealth	Pensioner Security (electronic) ⁸	0	15	0.5	2	0.5	0.3	0.3	√
HSBC	Online Savings	0	Unlimited Internet & Phone Banking transactions & Bpay (excl TTs)	0	5	0	0	0	√
NAB	Concession Card	0	unlimited	0	0	0	0	0	X
St. George	Concession	0	8	0.6	2.5	0.6	0	0	X
Suncorp	Everyday Saver Account	0	Unlimited Electronic	0	2.5	0	0	0	X
Westpac	Basic	0	unlimited	0	0	0	0	0	X

⁷ Usual account keeping fee of \$5 per month is waived if Centrelink payments of \$500 or more are deposited into the account per month.

⁸ For independent retirees aged 55 and over, and recipients of an Age Pension, Disability Support Pension, Carer's Pension, Wife's Pension, Widow's Pension, Veteran's Pension or Mature Age Pension

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AUSTRALIAN BANKERS' ASSOCIATION INC.



FACT SHEET

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