

# Schedule of Fees, Charges and Transaction Account Rebates. Terms & Conditions.

28 April 2025

Bendigo and Adelaide Bank Limited  
The Bendigo Centre  
Bendigo VIC 3550  
Telephone 1300 236 344  
ABN 11 068 049 178.  
AFSL/Australian Credit Licence 237879  
Schedule of Fees, Charges and Transaction Account  
Rebates

## About this document

This Schedule of Fees, Charges and Transaction Account Rebates is an important document. It provides you with information about the fees, charges and transaction account rebates applicable to the accounts and facilities contained within your Terms and Conditions.

This document should be read in conjunction with your account Terms and Conditions (or other disclosure documents) and Schedule of Interest Rates.

However, we may give you this document on its own (without the other documents listed above).

The issuer of this document is Bendigo and Adelaide Bank Limited, The Bendigo Centre, Bendigo, VIC 3550 ABN 11 068 049 178.  
AFSL/Australian Credit Licence 237879.

We may change our fees and charges and transaction account rebates from time to time and Government charges may change at any time. There is no maximum limit for the amount of fees and charges we may impose. You can obtain a copy of the current Schedule of Interest Rates, Terms and Conditions, and other general descriptive information about banking services, at any time by calling into one of our branches, phoning 1300 236 344 or by visiting our website [bendigobank.com.au](http://bendigobank.com.au)

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## Transaction Account Rebate

### What is a Transaction Account Rebate?

If you hold an eligible account as outlined in the Personal Accounts Section of this booklet we will give you a monthly fee allowance (a rebate) that we will use to reduce the eligible monthly Transaction Fees you incurred on your account.

The period for calculating your Transaction Account Rebate commences on the first day of each month and ends on the last day of each month.

Eligible Transaction Fees are accumulated during a calendar month and charged to your account on the first day of the following month. On the first day of each month we will subtract your Transaction Account Rebate from the eligible Transaction Fees charged to your account. Any unused rebate does not carry over to the following month.

Eligible transaction fees are those fees listed in the "Fees and Charges" section of this booklet starting on page 9 that have a "Yes" under the heading "Eligible for a Transaction Account Rebate".

## Additional Transaction Account Rebate

### What is an Additional Transaction Account Rebate?

An Additional Transaction Account Rebate is one way we reward our customers who have more than one account type with us.

### Who is eligible for an Additional Transaction Account Rebate?

To be eligible for an Additional Transaction Account Rebate, you must have an eligible account with us, either in your own name or with another person, and your name must also appear as an account holder, fund holder or borrower on any of the following account or fund types:

- an owner occupied or residential investment loan;
- a term deposit or investment term fund;
- a personal loan; or
- a credit card held with Bendigo Bank

### What accounts are eligible for an Additional Transaction Account Rebate?

The accounts that are entitled to receive an Additional Transaction Account Rebate are set out in the Personal Accounts section of this booklet. Those eligible to receive an additional rebate have the word "Eligible" under the heading "Additional Rebate".

### What fees apply to an Additional Transaction Account Rebate?

Only eligible transaction fees are reduced by your account rebate. Eligible transaction fees are those fees listed in the "Fees & Charges" section of this booklet starting on page 9 that have a "Yes" under the heading "Eligible for a Transaction Account Rebate".

If a fee listed cannot be reduced by an Additional Transaction Account Rebate it will have a "No" under the heading "Eligible for a Transaction Account Rebate". The fees listed under the "Other Fees and Charges" heading in the "Fees and Charges" section of this booklet and Government charges cannot be reduced by an Additional Transaction Account Rebate.

### How much will an Additional Transaction Account Rebate increase your Rebate by?

If you have an owner occupied or residential investment loan with us, and an account which is eligible to receive an Additional Transaction Account Rebate, all of your eligible transaction fees will be fully rebated. This means you will not pay any eligible transaction fees on your account which is eligible to receive the Additional Transaction Account Rebate. You may still have to pay other transaction fees and other fees and charges.

If you have a term deposit, investment term fund, personal loan or credit card with us, and an account which is eligible to receive an Additional Transaction Account Rebate, you will be entitled to increase your Transaction Account Rebate on the account which is eligible to receive Additional Transaction Rebates by \$1.75 each month.

If you hold two or more different accounts or fund types, described under the heading "Who is eligible for an Additional Transaction Account Rebate?" you will be entitled to one Additional Transaction Account Rebate for each account or fund type. For example if you hold a personal loan and a term deposit you will be entitled to an Additional Transaction Account Rebate of \$1.75 for the personal loan and \$1.75 for the term deposit. Your total Additional Transaction Account Rebate will be \$3.50.

If you hold more than one of the same account or fund types listed above an Additional Transaction Account Rebate will only apply once for that type of account or fund. For example if you hold two or more term deposits your Additional Transaction Account Rebate will be \$1.75 not \$3.50.

**How does an Additional Transaction Account Rebate work?**

An Additional Transaction Account Rebate is added to your Transaction Account Rebate and is then used to reduce the eligible transaction fees incurred on your account. They reduce your eligible transaction fees in the same way as a Transaction Account Rebate detailed above.

The period for calculating an Additional Transaction Account Rebate commences on the first day of each month and ends on the last day of each month.

For example, if:

- you have a Bendigo Ultimate Account (to which a Transaction Account Rebate applies); and
- you have a personal loan with us; and
- in the month of July, you conduct six in branch withdrawals only.

You will have accumulated transaction fees in July of \$10.50. On 1 August, we will subtract from that amount the monthly Transaction Account Rebate of \$4.00 and your Additional Transaction Account Rebate of \$1.75 (a total of \$5.75). This means that for the month of July, you will pay transaction fees of only \$4.75.

**Can I accrue unused Additional Transaction Account Rebates?**

No, where an Additional Transaction Account Rebate exceeds the accumulated transaction fees which are eligible for rebate, the unused portion of your monthly rebate cannot be accrued and carried over to the next month.

## Personal Accounts

Bendigo Transaction Accounts	Account Rebate	Additional Rebate
Bendigo Everyday Account	N/A	No
Bendigo Easy Retirement Account	N/A	No
Bendigo Student Account	N/A	No
Bendigo Concession Account	N/A	No
Bendigo Savings Accounts	Account Rebate	Additional Rebate
Bendigo Reward Saver Account	N/A	No
Bendigo EasySaver Account	\$3.50*	No
Bendigo PiggySaver Account	Exempt from transaction fees	
Bendigo Term Deposits Accounts	Account Rebate	Additional Rebate
Bendigo Standard Term Deposit Account	N/A	No
Bendigo Gold Term Deposit Account	N/A	No

\* Rebate is only applicable for two in branch withdrawals/transfers.

Personal Accounts no longer offered (existing accounts only)	Account Rebate	Additional Rebate
Bendigo VIP Passbook	\$4.00	Eligible
Bendigo Accumulator Passbook	\$4.00	Eligible
Bendigo Piggy Bank Passbook Account	Exempt from transaction fees	
Bendigo Networth Cash Management Account	\$4.00	Eligible
Bendigo Money Extra Cash Management Account	\$4.00	Eligible
Bendigo Classic Account	\$1.75	No
Bendigo Cash Management Passbook	\$4.00	Eligible
Bendigo OnCall Cash Management	\$4.00	Eligible
Bendigo Retirement Plus	\$8.00	Eligible
Bendigo Ultimate Plus	\$8.00	Eligible
Bendigo Shareholder Plus	\$10.00	Eligible
Bendigo Ultimate MMB	\$4.00	Eligible
Bendigo Plus	\$4.00	Eligible
Bendigo Call	\$4.00	Eligible
Bendigo Share Cash	\$4.00	Eligible
Bendigo Home Equity Loan	Full Rebate <sup>#</sup>	
Bendigo Home Equity Professionals Loan	Full Rebate	
<b>b-optimised®</b> Account	\$4.00	No
Social Investment Deposit Account	\$4.00	No
Unpack Transaction Account	\$4.00	Eligible
Unpack Home Loan Offset Account	Full Rebate	
Bendigo CommunitySaver Account	\$3.50*	No
Bendigo Christmas Club Account	Nil <sup>^</sup>	No

<sup>#</sup> Excludes cheques drawn at settlement.

\* Rebate is only applicable for two in branch withdrawals/transfers

<sup>^</sup> Transaction fees do not apply to Bendigo Christmas Club Accounts

Personal Accounts no longer offered (existing accounts only)	Accounts Rebate	Additional Rebate
Cassa Gold	\$4.00	No
Bendigo Rewards Plus	Exempt from transaction fees	
Tasmanian Perpetual Trustees Cash Management Account	\$8.00	Eligible
Tasmanian Perpetual Trustees Cash Management Cheque Account	\$8.00	Eligible
Bendigo Oxfam Community Investment Account <sup>#</sup>	\$4.00	Eligible
Our Community Account	\$4.00	Eligible
Bendigo Community Choice Investment Account	\$4.00	Eligible
Bendigo Achiever Passbook Account	\$4.00	Eligible
Bendigo Ultimate Account	\$4.00	Eligible
Bendigo Shareholder Account	\$10.00	Eligible
Bendigo Mortgage Saver Account	Full Rebate	
Bendigo Retirement Account	\$7.00	Eligible
<b>act.</b> Online Saver Account	\$3.50*	No

<sup>#</sup> Formerly Bendigo Oxfam Australia Cash Management Account, Bendigo Oxfam Australia Deposit Account

\* Rebate is only applicable for two in branch withdrawals/transfers.

## Monthly Service Fees

All monthly service fees are charged on the first day of each calendar month.

Full offset facility<sup>^</sup> \$5.00

(Waived when linked to a Bendigo Connect, Bendigo Express, Bendigo Complete or Bendigo Flex Home Loan)

Rewards Plus \$5.00

<sup>^</sup> Fee applies to the first full offset facility on your Bendigo Everyday Account or on your first Bendigo Mortgage Saver or Unpack Home Loan Offset Account held.

## Transaction Definitions

### Free Transactions

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#### Sweep Facility (internal)

When you instruct us in writing to make a regular payment from your Bendigo Bank account to a Bendigo Visa or Mastercard credit card account.

#### Retail Purchase

When you make a payment for goods and services with a Youth Debit Mastercard, Bendigo Debit Mastercard or Bendigo Credit card by mail, telephone or Internet, or through a manual merchant facility or EFTPOS terminal where “credit” account is selected.

#### Bendigo Bank ATM Deposit

When you make a deposit of cash or cheques into a Bendigo Bank ATM. This service is only available at Bendigo Bank ATMs which have a deposit facility.

#### Direct Credit (inward)

When you make an arrangement with a third party to transfer funds to a Bendigo Bank account often by electronic means, e.g. wages, dividends.

#### Direct Debit

When you make an arrangement with a third party to automatically debit an account, e.g. insurance and health fund premiums, membership and subscription payments.

Note: If you provide a merchant with your BSB and account number to establish a direct debit on your credit card account it will be treated as a cash advance and interest will be calculated and charged accordingly. If you only provide the merchant with the card number, the direct debit will be treated as a retail purchase.

#### Periodical Payment (internal)

When you instruct us in writing to make a regular payment from one Bendigo Bank account to another Bendigo Bank.

#### Bendigo Bank ATM Enquiry

When you make an enquiry at a Bendigo Bank ATM or an ATM that forms part of a Bendigo Bank shared ATM network, using a Bendigo Bank card.

#### Cash Deposit (in branch)

When you make a deposit over the counter at any Bendigo Bank branch or agent.

#### Non-Bendigo Bank ATM Enquiry

When you make an enquiry at a non-Bendigo Bank ATM using a Bendigo Bank card.

Other financial institutions may charge you a fee for using their ATMs. This fee will be displayed at the time of the transaction and allows you to accept or decline the fee as shown. If using your credit card interest will be charged from the day the enquiry is completed.

### Non-Bendigo Bank ATM Withdrawal

When you make a withdrawal at a non-Bendigo Bank ATM using a Bendigo Bank card.

Other financial institutions may charge you a fee for using their ATMs. This fee will be displayed at the time of the transaction and allows you to accept or decline the fee as shown. If using your credit card interest will be charged from the day the withdrawal is completed.

### e-banking Transactions

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#### BPAY® withdrawal

When you instruct us through Bendigo Phone Banking or Bendigo e-banking to pay a bill via the BPAY scheme. (Including using BPAY View in e-banking)

® Registered to BPAY Pty Ltd ABN 69 079 137 518

#### e-banking Internal Transfer

When you instruct us to transfer funds to a nominated Bendigo Bank account via Bendigo e-banking.

#### Phone Banking Transfer

When you instruct us to transfer funds to a nominated Bendigo Bank account via Bendigo Phone Banking.

#### e-banking Pay Anyone Transfer, including Osko®

When you instruct us to make a payment to another account at any financial institution within Australia using the Pay Anyone Service.

® Registered to BPAY Pty Ltd ABN 69 079 137 518

### Cheque Transactions

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**Cheque Withdrawal (Existing accounts only. Cheque facilities and Cheque books are not available on new accounts opened from 1 August 2023.)**

Where a cheque book is issued, and a cheque written from that book is debited to your account.

Cheques on a Bendigo Bank Account that are cashed ‘over-the-counter’ at a Bendigo Bank branch attract the applicable cash withdrawal (in branch) fee.

#### Bank Cheque Withdrawal

When you request us to provide you with a bank cheque. This fee will be charged to your account.

### Card Initiated Transactions

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#### Bendigo Debit Mastercard Fee

Applies when you have a Bendigo Debit Mastercard linked to your account. This fee is charged per account, regardless of the number of linked Debit Mastercards and is charged to the account on the first calendar day of the month.

Note: This fee is not applicable to Bendigo Everyday Accounts, Bendigo Student Accounts, Bendigo Easy Retirement Accounts and Bendigo Concession Accounts.



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**EFTPOS Withdrawal**

When you make a payment for goods and services by selecting savings or cheque, or request cash from an EFTPOS terminal in Australia or overseas using a PIN in conjunction with a Bendigo Bank card.

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**Bendigo Bank ATM Withdrawal**

When you make a withdrawal at a Bendigo Bank ATM or an ATM that forms part of a Bendigo Bank shared ATM network, using a Bendigo Bank card.

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**Bendigo Bank ATM Transfer**

When you transfer funds from one Bendigo Bank account to another Bendigo Bank account at a Bendigo Bank ATM.

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**Bank@Post Withdrawal™**

When you make a withdrawal at a Bank@Post terminal in an Australia Post Office using a Bendigo Bank card where this facility is available.

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**Bank@Post Deposit**

When you make a deposit at a Bank@Post terminal in an Australia Post Office using a Bendigo Bank card where this facility is available.

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**Bank@Post Balance Enquiry**

When you make balance enquiry at a Bank@Post terminal in an Australia Post Office using a Bendigo Bank card, where this facility is available.

Bank@Post™ and its device mark are trademarks (registered or otherwise) of Australia Postal Corporation. All rights reserved.

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**Staff Assisted Services Branch/Agency**

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**Staff Assisted Services**

Includes the following transactions:

- Cash Withdrawal (in branch)
- Transfer (in branch)
- EFT Credit Transfer
- Periodical Payment to Other Financial Institution
- Agency Withdrawal

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**Cash Withdrawal (in branch)**

When you make a cash withdrawal from your Bendigo Bank account 'over-the-counter' at a Bendigo Bank branch.

Cheques on a Bendigo Bank account that are cashed 'over-the-counter' at a Bendigo Bank branch will attract this fee.

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**Transfer (in branch)**

When you make an 'over-the-counter' request at a Bendigo Bank branch to transfer funds from one Bendigo Bank account to another Bendigo Bank account (including scheduled in branch transfers where you request one or more future dated transfers as opposed to establishing a periodical payment or sweep facility).

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**Agency Withdrawal**

When you make a cash withdrawal or request to transfer funds from one Bendigo Bank account to another Bendigo Bank account at any Bendigo Bank Agency.

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**EFT Credit Transfer**

When Bendigo Bank accepts funds to be credited to an account at another bank.

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**Other Transactions**

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**Periodical Payment by Cheque (Existing accounts only. Cheque facilities and Cheque books are not available on new accounts opened from 1 August 2023.)**

When you instruct us in writing to make a regular payment by cheque for a fixed amount from a Bendigo Bank account to a non-Bendigo Bank account. This fee is payable each time the payment is made.

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**Periodical Payment to Other Financial Institution**

When you instruct us in writing to make a regular payment for a fixed amount from a Bendigo Bank account to an account at another financial institution. This fee is payable each time payment is made.

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## Fees & Charges

There are three types of fees and charges:

1. Transaction fees
2. Other fees and charges
3. Government charges

### 1. Transaction Fees

The following accounts are exempt from transaction fees, unless otherwise stated in the tables below:

- Bendigo PiggySaver Account
- Bendigo Reward Saver Account
- Bendigo Rewards Plus Account
- Bendigo Term Deposit Account
- Bendigo Credit Card Account

The following accounts entitle you to free e-banking transactions (refer to page 5 and 6) and two free in branch cash withdrawals/transfers per month:

- Bendigo EasySaver Account
- Bendigo CommunitySaver Account
- **act.** Online Saver Account

In branch cash withdrawals/transfers will accrue during the month and be charged to your account on the first day of the following month. A maximum of two in branch cash withdrawals/transfers will be rebated to your account at this time (refer to page 5 and 6). All other transactions will be charged to your account at the time of the transaction.

**A Detailed description of transactions can be found under “Transaction Definitions” starting on page 7.**

	Transaction	Current Transaction Accounts				When is fee charged?
		Everyday	Easy Retirement	Concession	Student	
	Monthly Service Fee	N/A	N/A	N/A	N/A	N/A
	Bendigo Debit Mastercard Fee	N/A	N/A	N/A	N/A	1st day of following month
	Youth Debit Mastercard	N/A	N/A	N/A	N/A	N/A
	Sweep facility (internal)	Unlimited	Unlimited	Unlimited	Unlimited	N/A
Free	Retail purchase	Unlimited	Unlimited	Unlimited	Unlimited	N/A
	Bendigo Bank ATM deposit	Unlimited	Unlimited	Unlimited	Unlimited	N/A
	Direct credit (inward)	Unlimited	Unlimited	Unlimited	Unlimited	N/A
	Direct debit	Unlimited	Unlimited	Unlimited	Unlimited	N/A
	Periodical payment (internal)	Unlimited	Unlimited	Unlimited	Unlimited	N/A
	Bendigo Bank ATM enquiry	Unlimited	Unlimited	Unlimited	Unlimited	N/A
	Cash deposit (in branch)	Unlimited	Unlimited	Unlimited	Unlimited	N/A
	Non-Bendigo Bank ATM enquiry <sup>1</sup>	Unlimited	Unlimited	Unlimited	Unlimited	N/A
	Non-Bendigo Bank ATM withdrawal <sup>1</sup>	Unlimited	Unlimited	Unlimited	Unlimited	N/A
	BPAY withdrawal	Unlimited	Unlimited	Unlimited	Unlimited	N/A
	e-banking internal transfer	Unlimited	Unlimited	Unlimited	Unlimited	N/A
	Phone Banking transfer	Unlimited	Unlimited	Unlimited	Unlimited	N/A
e-banking	e-banking Pay Anyone transfer, including Osko	Unlimited	Unlimited	Unlimited	Unlimited	N/A
	Cash withdrawal	\$2.50	\$2.50	Unlimited	\$2.50	At time of transaction
	Transfer	\$2.50	\$2.50	Unlimited	\$2.50	At time of transaction
	Agency withdrawal	\$2.50	\$2.50	Unlimited	\$2.50	At time of transaction
Staff assisted services Branch / Agency	EFTPOS withdrawal	Unlimited	Unlimited	Unlimited	Unlimited	N/A
	Bendigo Bank ATM withdrawal	Unlimited	Unlimited	Unlimited	Unlimited	N/A
	Bendigo Bank ATM transfer	Unlimited	Unlimited	Unlimited	Unlimited	N/A
	Bank@Post withdrawal	\$2.50	\$2.50	Unlimited	\$2.50	at time of transaction
	Bank@Post deposit	\$2.50	\$2.50	Unlimited	\$2.50	at time of transaction
	Bank@Post balance enquiry	Unlimited	Unlimited	Unlimited	Unlimited	N/A
	Cheque withdrawal <sup>3</sup>	Unlimited <sup>2</sup>	Unlimited <sup>2</sup>	N/A	N/A	N/A
	Bank cheque withdrawal	\$10.00	\$10.00	\$10.00	Unlimited	at time of transaction
Card initiated	EFT Credit Transfer	\$4.00	\$4.00	\$4.00	Unlimited	at time of transaction
	Periodical payment by cheque <sup>3</sup>	\$3.75	\$3.75	\$3.75	Unlimited	at time of transaction
	Periodical payment to other financial institution	\$3.75	\$3.75	\$3.75	Unlimited	at time of transaction
Other						

<sup>1</sup>Other financial institutions may charge you a fee for using their ATMs. This fee will be displayed at the time of the transaction and allows the customer to accept or decline the fee as shown. If using your credit card interest will be charged from the day the transaction is completed.

<sup>2</sup>Age restrictions apply. Available subject to approval.

<sup>3</sup> Existing accounts only. Cheque facilities and Cheque books are not available on new accounts opened from 1 August 2023

	Transaction	Current Savings Accounts			Term Deposit Accounts		When is fee charged?
		EasySaver	Reward Saver	PiggySaver	Standard Term Deposit	Gold Term Deposit	
Free	Monthly Service Fee	N/A	N/A	N/A	N/A	N/A	N/A
	Sweep facility (internal)	Unlimited	Unlimited	Unlimited	N/A	N/A	N/A
	Direct credit (inward)	Unlimited	Unlimited	Unlimited	N/A	N/A	N/A
	Direct debit	Unlimited	Unlimited	Unlimited	N/A	N/A	N/A
	Periodical payment (internal)	Unlimited	Unlimited	Unlimited	N/A	N/A	N/A
	Cash deposit (in branch)	Unlimited	Unlimited	Unlimited	Unlimited <sup>2</sup>	Unlimited	N/A
e-banking	BPAY withdrawal	Unlimited	Unlimited	Unlimited	N/A	N/A	N/A
	e-banking internal transfer	Unlimited	Unlimited	Unlimited	N/A	N/A	N/A
	Phone Banking transfer	Unlimited	Unlimited	Unlimited	N/A	N/A	N/A
	e-banking Pay Anyone transfer including Osko	Unlimited	Unlimited	Unlimited	N/A	N/A	N/A
Staff Assisted Services Branch/Agency	Cash withdrawal	\$1.75 <sup>1</sup>	N/A	Unlimited	Unlimited <sup>2</sup>	Unlimited <sup>2</sup>	1st day of following month
	Transfer			Unlimited	Unlimited <sup>2</sup>	Unlimited <sup>2</sup>	1st day of following month
	Agency withdrawal			Unlimited	Unlimited <sup>2</sup>	Unlimited <sup>2</sup>	1st day of following month
Other	Bank cheque withdrawal	\$10.00	N/A	Unlimited	\$10.00	\$10.00	at time of transaction
	EFT Credit Transfer	\$4.00	N/A	Unlimited	\$4.00	\$4.00	at time of transaction
	Periodical payment by cheque <sup>3</sup>	\$3.75	N/A	Unlimited	N/A	N/A	at time of transaction
	Periodical payment to other financial institution	\$3.75	N/A	Unlimited	N/A	N/A	at time of transaction

<sup>1</sup>The first two in branch cash withdrawals/transfers or agency withdrawals per month are free

<sup>2</sup>For Standard Term Deposits, transactions only available seven days from the review date or initial deposit. For Gold Term Deposits only for amounts up to 25% of the initial deposit amount without interest rate reduction.

<sup>3</sup>Existing accounts only. Cheque facilities and Cheque books are not available on new accounts opened from 1 August 2023

	Transaction	Credit cards <sup>2</sup>		When is the fee charged?
		Quantity	Fee amount	
	Monthly Service Fee	N/A	N/A	N/A
	Bendigo Debit Mastercard fee	N/A	N/A	N/A
	Youth Debit Mastercard	N/A	N/A	N/A
Free	Sweep facility (internal payment)	Unlimited	No fee	N/A
	Bendigo Bank ATM deposit	Unlimited	No fee	N/A
	Direct credit (inward)	Unlimited	No fee	N/A
	Bendigo Bank ATM enquiry	Unlimited	No fee	N/A
	Cash deposit (in branch)	Unlimited	No fee	N/A
e-banking	BPAY withdrawal	Unlimited	\$3.00 or 3% <sup>4</sup>	at time of transaction
	Internal transfer	Unlimited	\$3.00 or 3% <sup>4</sup>	at time of transaction
	Phone Banking transfer	Unlimited	\$3.00 or 3% <sup>4</sup>	at time of transaction
	Pay Anyone transfer, including Osko	Unlimited	\$3.00 or 3% <sup>4</sup>	at time of transaction
Staff Assisted Services Branch/ Agency	Cash withdrawal	Unlimited	\$3.00 or 3% <sup>4</sup>	at time of transaction
	Transfer	Unlimited	\$3.00 or 3% <sup>4</sup>	at time of transaction
	Agency withdrawal	Unlimited	\$3.00 or 3% <sup>4</sup>	at time of transaction
Card initiated	EFTPOS withdrawal	Unlimited	\$3.00 or 3% <sup>4</sup>	at time of transaction
	Bendigo Bank ATM withdrawal	Unlimited	\$3.00 or 3% <sup>4</sup>	at time of transaction
	Bendigo Bank ATM transfer	Unlimited	\$3.00 or 3% <sup>4</sup>	at time of transaction
	Bank@Post withdrawal	Unlimited	\$4.00	at time of transaction
	Bank@Post deposit	Unlimited	\$4.00	at time of transaction
	Bank@Post balance enquiry	Unlimited	No fee	N/A
Other	Retail purchase	Unlimited	No fee	Retail purchase interest may be payable
	Direct debit	Unlimited	\$3.00 or 3% <sup>4</sup>	at time of transaction
	Periodical payment (internal)	Unlimited	\$3.00 or 3% <sup>4</sup>	N/A
	Non-Bendigo Bank ATM enquiry <sup>1</sup>	Unlimited	See footnote <sup>1</sup>	at time of transaction
	Non-Bendigo Bank ATM withdrawal <sup>1</sup>	Unlimited	See footnote <sup>1</sup>	at time of transaction
	Cheque withdrawal <sup>3</sup>	Unlimited	N/A	N/A
	Bank cheque withdrawal	Unlimited	\$10.00	at time of transaction
	EFT Credit Transfer	Unlimited	\$4.00	at time of transaction
	Periodical payment by cheque <sup>3</sup>	Unlimited	\$3.75	at time of transaction
	Periodical payment to other financial institution	Unlimited	\$3.75	at time of transaction

<sup>1</sup>Other financial institutions may charge you a fee for using their ATMs. This fee will be displayed at the time of the transaction and allows the customer to accept or decline the fee as shown. If using your credit card interest will be charged from the day the transaction is completed.

<sup>2</sup>Age restrictions apply. Available subject to approval.

<sup>3</sup>Existing accounts only. Cheque facilities and Cheque books are not available on new accounts opened from 1 August 2023.

<sup>4</sup>Refer to Cash Advance fee definition on page 16.

		Accounts no longer offered (existing accounts only)						
	Transaction	Fee for existing accounts	Eligible for a transaction account rebate	Community Saver	Home Equity Loan	Christmas Club	When is fee charged?	
	Monthly Service Fee	Refer to page 6	No	N/A	\$10.00	N/A	1st day of following month	
	Youth Debit Mastercard	N/A	N/A	N/A	N/A	N/A	N/A	
	Bendigo Debit Mastercard Fee	\$3.00	N/A	N/A	\$3.00	N/A	1st day of following month	
Free	Sweep facility (internal)	Unlimited	N/A	Unlimited	Unlimited	Unlimited	N/A	
	Retail purchase	Unlimited	N/A	N/A	Unlimited	N/A	N/A	
	Bendigo Bank ATM deposit	Unlimited	N/A	N/A	Unlimited	N/A	N/A	
	Direct credit (inward)	Unlimited	N/A	Unlimited	Unlimited	Unlimited	N/A	
	Direct debit	Unlimited	N/A	Unlimited	Unlimited	Unlimited	N/A	
	Periodical payment (internal)	Unlimited	N/A	Unlimited	Unlimited	Unlimited	N/A	
	Bendigo Bank ATM enquiry	Unlimited	N/A	N/A	Unlimited	N/A	N/A	
	Cash deposit (in branch)	Unlimited	N/A	Unlimited	Unlimited	Unlimited	N/A	
	Non-Bendigo Bank ATM enquiry <sup>1</sup>	Unlimited	N/A	N/A	Unlimited	N/A	N/A	
	Non-Bendigo Bank ATM withdrawal <sup>1</sup>	Unlimited	N/A	N/A	Unlimited	N/A	N/A	
	e-banking	BPAY withdrawal	\$0.40	Yes	Unlimited	Unlimited	Unlimited	1st day of following month
		e-banking internal transfer	\$0.40	Yes	Unlimited	Unlimited	Unlimited	1st day of following month
		Phone Banking transfer	\$0.40	Yes	Unlimited	Unlimited	Unlimited	1st day of following month
e-banking Pay Anyone transfer, including Osko		\$0.40	Yes	Unlimited	Unlimited	Unlimited	1st day of following month	
Staff Assisted Services Branch	Cash withdrawal	\$1.75	Yes	\$1.75 <sup>2</sup>	Unlimited	Unlimited	1st day of following month	
	Transfer	\$1.75	Yes	\$1.75 <sup>2</sup>	Unlimited	Unlimited	1st day of following month	
	Agency withdrawal	\$1.75	Yes	\$1.75 <sup>2</sup>	Unlimited	Unlimited	1st day of following month	
Card Initiated	EFTPOS withdrawal	\$0.70	Yes	N/A	Unlimited	N/A	at time of transaction <sup>4</sup>	
	Bendigo Bank ATM withdrawal	Unlimited	N/A	N/A	Unlimited	N/A	N/A	
	Bendigo Bank ATM transfer	Unlimited	N/A	N/A	Unlimited	N/A	N/A	
	Bank@Post withdrawal	\$4.00	No	N/A	\$4.00	N/A	at time of transaction	
	Bank@Post deposit	\$4.00	No	N/A	\$4.00	N/A	at time of transaction	
	Bank@Post balance enquiry	N/A	N/A	N/A	N/A	N/A	N/A	
Other	Cheque withdrawal	\$0.70 <sup>3</sup>	Yes	N/A	Unlimited <sup>2</sup>	N/A	1st day of following month	
	Bank cheque withdrawal	\$10.00	Yes	\$10.00	Unlimited	Unlimited	at time of transaction <sup>4</sup>	
	EFT Credit Transfer	\$4.00	Yes	\$4.00	Unlimited	Unlimited	at time of transaction <sup>4</sup>	
	Periodical payment by cheque	\$3.75	Yes	\$3.75	Unlimited	Unlimited	at time of transaction <sup>4</sup>	
	Periodical payment to other financial institution	\$3.75	Yes	\$3.75	Unlimited	Unlimited	at time of transaction <sup>4</sup>	

<sup>1</sup> Other financial institutions may charge you a fee for using their ATMs. This fee will be displayed at the time of the transaction and allows the customer to accept or decline the fee as shown. If using your credit card interest will be charged from the day the transaction is completed.

<sup>2</sup> The first two in branch cash withdrawals/transfers or agency withdrawals per month are free

<sup>3</sup> Age restrictions apply. Available subject to approval.

<sup>4</sup> Fee charged on the 1st day of the following month for accounts no longer offered

	Transaction	Accounts no longer offered (existing accounts only)							When is fee charged?
		Fee for existing accounts	Eligible for a transaction account rebate	b-optimised	Social Investment Deposit	Unpack Transaction	Unpack Home Loan Offset	act. Online Saver	
Free	Monthly Service Fee	Refer to page 6	No	N/A	N/A	N/A	N/A	N/A	1st day of following month
	Youth Debit Mastercard	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Bendigo Debit Mastercard Fee	\$3.00	N/A	\$3.00	N/A	\$3.00	\$3.00	N/A	1st day of following month
	Sweep facility (internal)	Unlimited	N/A	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	N/A
	Retail purchase	Unlimited	N/A	Unlimited	N/A	Unlimited	Unlimited	N/A	N/A
	Bendigo Bank ATM deposit	Unlimited	N/A	Unlimited	N/A	Unlimited	Unlimited	N/A	N/A
	Direct credit (inward)	Unlimited	N/A	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	N/A
	Direct debit	Unlimited	N/A	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	N/A
	Periodical payment (internal)	Unlimited	N/A	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	N/A
	Bendigo Bank ATM enquiry	Unlimited	N/A	Unlimited	N/A	Unlimited	Unlimited	N/A	N/A
	Cash deposit (in branch)	Unlimited	N/A	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	N/A
	Non-Bendigo Bank ATM enquiry <sup>1</sup>	Unlimited	N/A	Unlimited	N/A	Unlimited	Unlimited	N/A	N/A
	Non-Bendigo Bank ATM withdrawal <sup>1</sup>	Unlimited	N/A	Unlimited	N/A	Unlimited	Unlimited	N/A	N/A
	e-banking	BPAY withdrawal	\$0.40	Yes	\$0.40	N/A	\$0.40	\$0.40	Unlimited
e-banking internal transfer		\$0.40	Yes	\$0.40	\$0.40	\$0.40	\$0.40	Unlimited	1st day of following month
Phone Banking transfer		\$0.40	Yes	\$0.40	\$0.40	\$0.40	\$0.40	Unlimited	1st day of following month
e-banking Pay Anyone transfer, including Osko		\$0.40	Yes	\$0.40	\$0.40	\$0.40	\$0.40	Unlimited	1st day of following month
Staff Assisted Services Branch/Agency	Cash withdrawal	\$1.75	Yes	\$1.75	\$1.75	\$1.75	\$1.75	\$1.75 <sup>2</sup>	1st day of following month
	Transfer	\$1.75	Yes	\$1.75	\$1.75	\$1.75	\$1.75		1st day of following month
	Agency withdrawal	\$1.75	Yes	\$1.75	\$1.75	\$1.75	\$1.75		1st day of following month
Card Initiated	EFTPOS withdrawal	\$0.70	Yes	\$0.70	N/A	\$0.70	\$0.70	N/A	at time of transaction <sup>4</sup>
	Bendigo Bank ATM withdrawal	Unlimited	N/A	Unlimited	N/A	Unlimited	Unlimited	N/A	N/A
	Bendigo Bank ATM transfer	Unlimited	N/A	Unlimited	N/A	Unlimited	Unlimited	N/A	N/A
	Bank@Post withdrawal	\$4.00	No	\$4.00	N/A	\$4.00	\$4.00	N/A	at time of transaction
	Bank@Post deposit	\$4.00	No	\$4.00	N/A	\$4.00	\$4.00	N/A	at time of transaction
	Bank@Post balance enquiry	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Other	Cheque withdrawal	\$0.70 <sup>3</sup>	Yes	\$0.70 <sup>3</sup>	\$0.70 <sup>3</sup>	\$0.70 <sup>3</sup>	\$0.70 <sup>3</sup>	N/A	1st day of following month
	Bank cheque withdrawal	\$10.00	Yes	\$10.00	N/A	\$10.00	\$10.00	\$10.00	at time of transaction <sup>4</sup>
	EFT Credit Transfer	\$4.00	Yes	\$4.00	\$4.00	\$4.00	\$4.00	\$4.00	at time of transaction <sup>4</sup>
	Periodical payment by cheque	\$3.75	Yes	\$3.75	\$3.75	\$3.75	\$3.75	\$3.75	at time of transaction <sup>4</sup>
	Periodical payment to other financial institution	\$3.75	Yes	\$3.75	\$3.75	\$3.75	\$3.75	\$3.75	at time of transaction <sup>4</sup>

<sup>1</sup>Other financial institutions may charge you a fee for using their ATMs. This fee will be displayed at the time of the transaction and allows the customer to accept or decline the fee as shown. If using your credit card interest will be charged from the day the transaction is completed.

<sup>2</sup>The first two in branch cash withdrawals/transfers or agency withdrawals per month are free

<sup>3</sup>Age restrictions apply. Available subject to approval.

<sup>4</sup>Fee charged on the 1st day of the following month for accounts no longer offered.

## Fees and charges for customers transitioned from Delphi Bank accounts

The fees and charges that apply to the term deposit account(s) of Delphi Bank customers who have transitioned to a Bendigo Standard Term Deposit are set out on page 11.

The fees and charges that apply to the account(s) of Delphi Bank customers who have transitioned to a

Bendigo Retirement Account are set out under 'Fee for existing accounts' on page 1, and the applicable rebate is set out on page 6. More information about rebates is available on page 3 and 4.

The following fees and charges apply to the accounts of Delphi Bank customers who have transitioned to a Bendigo Now or a Bendigo Future account:

	Transaction	Accounts available for Ex-Delphi Customers		When is fee charged?
		Bendigo Now	Bendigo Future	
	Monthly Service Fee	\$4.00	N/A	1st day of following month
	Bendigo Debit Mastercard Fee	Unlimited	N/A	N/A
	Youth Debit Mastercard	Unlimited	N/A	N/A
Free	Sweep facility (internal)	Unlimited	Unlimited	N/A
	Retail purchase	Unlimited	N/A	N/A
	Bendigo Bank ATM deposit	Unlimited	N/A	N/A
	Direct credit (inward)	Unlimited	Unlimited	N/A
	Direct debit	Unlimited	Unlimited	N/A
	Periodical payment (internal)	Unlimited	Unlimited	N/A
	Bendigo Bank ATM enquiry	Unlimited	N/A	N/A
	Cash deposit (in branch)	Unlimited	Unlimited	N/A
	Non-Bendigo Bank ATM enquiry <sup>1</sup>	Unlimited	N/A	N/A
	Non-Bendigo Bank ATM withdrawal <sup>1</sup>	Unlimited	N/A	N/A
	BPAY withdrawal	Unlimited	Unlimited	N/A
	e-banking internal transfer	Unlimited	Unlimited	N/A
e-banking	Phone Banking transfer	Unlimited	Unlimited	N/A
	e-banking Pay Anyone transfer, including Osko	Unlimited	Unlimited	N/A
Staff Assisted Services Branch/Agency	Staff Assisted withdrawal*	First 2 per month free. Subsequent \$3.00 per transaction	First 2 per month free. Subsequent \$3.00 per transaction	at time of transaction
	EFTPOS withdrawal	Unlimited	N/A	N/A
Card initiated	Bendigo Bank ATM withdrawal	Unlimited	N/A	N/A
	Bendigo Bank ATM transfer	Unlimited	N/A	N/A
	Bank@Post withdrawal	\$4.00	N/A	at time of transaction
	Bank@Post deposit	\$4.00	N/A	at time of transaction
	Bank@Post balance enquiry	N/A	N/A	N/A
other	Periodical payment by cheque <sup>2</sup>	\$3.75	\$3.75	at time of transaction
	Bank cheque withdrawal	\$10.00	\$10.00	at time of transaction

<sup>1</sup>Other financial institutions may charge you a fee for using their ATMs. This fee will be displayed at the time of the transaction and allows the customer to accept or decline the fee as shown.

\*Staff Assisted withdrawals include Cash Withdrawals (in branch), Agency withdrawal, Periodical Payments to Other Institution, Transfers (in branch) & EFT Credit Transfer

<sup>2</sup>Existing accounts only. Cheque facilities and Cheque books are not available on new accounts opened from 1 August 2023



## 2. Other Fees and Charges

### Annual Fees – Debit Mastercard

The following fees may apply if you hold a Bendigo Debit Mastercard.

A Transaction Account Rebate and an Additional Transaction Account Rebate do not apply to the following fees and charges. Unless otherwise stated, the following fees and charges are payable when you request us to provide the service.

Account	Fee
Youth Debit Mastercard	Nil
Bendigo Debit Mastercard <sup>1</sup>	\$3.00

<sup>1</sup>This fee is not applicable to Bendigo Everyday Accounts, Bendigo Student Accounts, Bendigo Easy Retirement Accounts and Bendigo Concession Accounts.

### Annual Fees – Credit Cards

Payable on the day before we issue the first Statement of Account for your Account and annually thereafter.

Credit card accounts opened after 19 January 2004 will be charged the annual fee when the account is opened, and the fee will appear on your first Statement of Account, then annually thereafter.

Credit card accounts opened prior to 19 January 2004 will be charged the annual fee the day after the initial transaction on the Statement of Account, then annually thereafter on the same day.

Account	Fee
Bendigo Bright Credit Card	\$59.00
Bendigo Ready Credit Card	\$0.00
Platinum Rewards Credit Card	\$89.00
Qantas Platinum Credit Card	\$149.00
Low Rate Credit Card <sup>2</sup>	\$45.00
Low Rate First Credit Card <sup>2</sup>	\$29.00
Low Rate Platinum Credit Card <sup>2</sup>	\$89.00
Bendigo RSPCA Rescue Credit Card <sup>2</sup>	\$24.00
RSPCA Rescue Credit Card <sup>2</sup>	\$45.00

<sup>2</sup> No longer on offer (existing accounts only)

### Other Card Fees

#### Cash Advance

The Cash Advance Fee will be payable each time we provide credit in the form of cash or you perform a Transaction we treat as being equivalent to cash.

Cash Advances include:

- Cash withdrawals in-branch or through an ATM (including ATMs provided by other providers);
- Cash withdrawals or 'cash out' at electronic funds transfer point of sale (EFTPOS) terminals, if and where available;
- Pay Anyone Payments and Internal Transfers using Bendigo Phone Banking or

Bendigo e-banking (including through the Bendigo Bank app);

- Direct debits you establish using the BSB and Account number for your Account;
- Any other Transaction you perform or authorise using the BSB and Account number for your Account;
- Transactions performed with a merchant or through a payment terminal setup with a merchant category code that relates to gambling or lotteries; and
- Transactions relating to gambling or the purchase of lottery tickets or prepaid cards or money transfers.

\$3.00 or 3% of the Transaction amount (in AUD), whichever is greater.

#### Late Payment Fee

Payable each time you fail to pay your Minimum Repayment as stated on a Statement of Account by its due date.

\$15.00

#### International Transaction Fee<sup>2</sup>

3% of the Transaction amount (in AUD) payable for each Transaction which is conducted in a currency other than Australian dollars (AUD) or in Australian dollars (AUD) but with or using a merchant, payment processor, financial institution or other entity (including an online merchant) who is outside of Australia.

*Note: It may not always be apparent to you that an online merchant is located outside of Australia.*

#### International ATM Enquiry<sup>1</sup>

Payable whenever you make an Account inquiry outside of Australia at a non-Bendigo Bank ATM.

\$1.50

#### International ATM Withdrawal<sup>1</sup>

Payable whenever you make a cash withdrawal outside of Australia at a non-Bendigo Bank ATM (in addition to the Cash Advance Fee).

\$5.00

#### Replacement Card Fee

Payable whenever we issue you a replacement, reissue or redirection card other than by standard post at your request.

\$15.00

<sup>1</sup>Other financial institutions may charge you a fee for using their ATMs. This fee will be displayed at the time of the transaction and allows the customer to accept or decline the fee as shown. If using your credit card interest will be charged from the day the transaction is completed.

<sup>2</sup>Not applicable for Bendigo Ready Credit Card

## Cheque Fees

A Transaction Account Rebate and an Additional Transaction Account Rebate does not apply to the following fees and charges. Unless otherwise stated, the following fees and charges are payable when you request us to provide the service.

### Bank Cheque Replacement Fee<sup>1</sup>

When a Bank Cheque has been lost, destroyed or stolen and you request us to provide you with a replacement Bank Cheque.

\$30.00

### Bank Cheque Stop Fee<sup>1</sup>

Allowed only in limited circumstances. When you request us to stop payment on a Bank Cheque and to purchase it back.

\$20.00

### Cheque Book<sup>2</sup>

Cheque books - standard

Free

### Cheque Cancellation Fee<sup>1,2</sup>

When you request us to place a stop on a cheque (other than a lost or stolen cheque) you have issued.

\$5.00

### Cheque Dishonour (inward)<sup>1</sup>

When you deposit a cheque into your account and that cheque is subsequently dishonoured by the financial institution on which it was drawn. This fee is charged to your account when the cheque is dishonoured.

Free

### Cheque Dishonour (outward)<sup>2</sup>

When we dishonour a cheque you have written. This fee is charged to your account when the cheque is dishonoured.

**Note:** This fee is not applicable to Bendigo Concession Accounts

\$10.00

### Cheque Search Fee<sup>1,2</sup>

When you request us to search and retrieve a copy of a cheque or cheques.

\$15.00 per cheque  
or \$60 per hour  
(for 4 or more cheques)

### Cheque Trace Fee<sup>1,2</sup>

Applies to each cheque where a trace to obtain information of final destination is requested. A copy of the cheque will be provided with this request.

\$20.00

## International Services

A Transaction Account Rebate and an Additional Transaction Account Rebate does not apply to the following fees and charges. Unless otherwise stated, the following fees and charges are payable when you request us to provide the service. The following should be read in conjunction with the Bendigo Foreign Exchange Facilities Disclosure Documents.

### Foreign Bank Note Fees<sup>1</sup>

Foreign bank notes (buying or selling)

When we arrange for you to purchase or sell foreign currency.

Bendigo Bank and Non-Bendigo Bank Customers	\$5.00 or 1% of AUD amount, whichever is greater
Bendigo and Adelaide Bank Shareholders	\$2.50 or 0.5% of AUD amount, whichever is greater
Shareholder must hold a Bendigo Bank account	

## Telegraphic Transfers

A Transaction Account Rebate and an Additional Transaction Account Rebate does not apply to the following fees and charges. Unless otherwise stated, the following fees and charges are payable when you request us to provide the service.

### Inward Telegraphic Transfer in a Foreign Currency

Acceptance of payments in a foreign currency for swift transfer to a Bendigo Bank account.

\$10.00

### Inward Telegraphic Transfer in AUD Currency

Acceptance of payment in AUD currency for swift transfer to a Bendigo Bank account

\$2.00

**Note:** Transfer of Australian dollars or foreign currency into any Bendigo and Adelaide Bank account may incur a handling or acceptance fee by the accepting bank and / or intermediary bank(s), (the amounts of which are not disclosed to us). These fees may be deducted from the total funds originally remitted.

<sup>1</sup>This fee will continue to be charged where the bank is notified that all customers of the account are deceased, as a service will continue to be performed.

<sup>2</sup> Existing accounts only. Cheque facilities and Cheque books are not available on new accounts opened from 1 August 2023.

## Outward Telegraphic Transfers

When you request the transfer of funds to a non-Bendigo Bank account. This includes:

International Telegraphic Transfers – funds sent from your Bendigo Bank account to overseas destinations worldwide in AUD or foreign currency.

Domestic Telegraphic Transfers – AUD funds sent from your Bendigo Bank account to other financial institutions within Australia

Note: The accepting bank may charge a handling or acceptance fee (the amounts of which are not disclosed to us) which may be deducted from the total of funds upon receipt.

This service is available to Bendigo Bank account holders only either in branch or via e-banking.	\$30.00
Bendigo and Adelaide Bank shareholders (shareholder must hold a Bendigo Bank account)	\$15.00

## Other Telegraphic Transfer Fees

### Amendment to Telegraphic Transfer Instructions<sup>1</sup>

Applies if you request us to change details on a telegraphic transfer after we have remitted the funds. In some instances the request may not be successful as the application of the amendment request is generally at the discretion of the receiving bank.

\$25.00

### Telegraphic Transfer Trace Fee<sup>1</sup>

Applies where you request us to investigate the fate of a telegraphic transfer. If the funds have not been delivered to the beneficiary due to our error this fee will be refunded to you.

\$25.00

### Telegraphic Transfer Return Request<sup>1</sup>

Applies if you request the return payment of a telegraphic transfer.

\$25.00

### Rejected Telegraphic Transfer<sup>1</sup>

Applies where a telegraphic transfer is rejected by another bank. Beneficiary banks or intermediary banks may deduct charges (the amounts of which are not disclosed to us) for any rejected payments. Any returned payments will be converted (if applicable) at the 'BUY' rate prevailing on the day the funds are received by us. This could result in a significant loss to you. If your payment has been returned (rejected), we will try to contact you for instruction for up to five business days. If you do not respond within this time frame, the returned funds will be converted (if applicable) at the 'BUY' rate prevailing on the day of processing with the proceeds then credited back to your account.

Other bank  
fee applies

## General Fees

A Transaction Account Rebate and an Additional Transaction Account Rebate does not apply to the following fees and charges. Unless otherwise stated, the following fees and charges are payable when you request us to provide the service.

### Audit Request<sup>1</sup>

When you or your representative (for example, your accountant) request us to provide a written statement of your financial accounts with Bendigo Bank.

\$60.00 per  
hour (minimum  
charge \$30.00)

### Bank@Post™ Loan Repayments

When you make a loan repayment at a Bank@Post terminal in an Australia Post Office using a Bendigo Bank card, where this facility is available.

Free

### Bill Payment Transaction Trace Fee<sup>1</sup>

When you request us to trace a bill payment you have made through the BPAY scheme.

\$20.00

### Bill Payment Transaction Recall Fee<sup>1</sup>

When you request us to recall a bill payment you have made through the BPAY scheme.

\$20.00

### Cash Order or Exchange – Notes/Coin

When we are required to order cash on your behalf or when we are required to have cash collected on your behalf:

Charges reflect the costs charged to us by external contractors providing cash supplies to our branches and may vary due to location. Please contact your local branch for information regarding fees for your location.

Higher rates may be charged by branches deemed to be in a remote location by our Service Provider.

Higher rates may be charged for services performed on weekends, public holidays or with less than three days notice.

Additional fees for delivery of coin bags, delivery of note bags or the wrapping of coin may be applicable. Coin bag limits may apply.

### Deposit Book

When you request us to order a pre-encoded deposit book for your account. This fee applies to each book ordered by you.

\$5.00

<sup>1</sup>This fee will continue to be charged where the bank is notified that all customers of the account are deceased, as a service will continue to be performed.

### Deposit Box Envelopes

If you wish to use the Bendigo Bank Deposit Box facility we will provide you with a box of envelopes. This charge applies to each box of envelopes provided to you.

\$10.00

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### Direct Debit Dishonour Fee

Applies when a direct debit from your account is dishonoured due to insufficient funds.

**Note:** This fee is not applicable to Bendigo Concession Accounts

\$10.00

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### Direct Entry Trace Fee<sup>1</sup>

Applies to each direct entry transaction where a trace is requested by the customer to obtain information about the transaction made or received by the customer.

\$30.00

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### Monthly Additional Benefits Fee

Bendigo Retirement\*/Ultimate Plus Accounts\*

\$4.00

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### Pay Anyone Trace Fee

#### e-banking Pay Anyone Trace Fee (including Osko)<sup>1</sup>

Applies to each Pay Anyone transaction (including Osko payments), where a trace is requested by the customer to obtain information about the transaction made or received by the customer.

\$30.00

### Periodical Payment Dishonour

If you have established a periodical payment and we cannot make the payment due to insufficient funds in your account, then we will apply this fee after four (4) unsuccessful attempts on consecutive days.

**Note:** This fee is not applicable to Bendigo Concession Accounts

\$5.00

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### Security Token (issue & replacement)

Applies to customers using the Pay Anyone and Bulk Payments Service. Tokens may be used for other Bendigo Bank services (i.e. Logon to Bendigo e-banking).

e-token Free

One Touch \$20.00 incl. GST

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### Statement Fee

If you request us to provide you with a copy of a statement we will apply a fee to each statement we re-issue to you.

\$5.00

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### Sweep Facility Rejection<sup>1</sup>

If you have established a sweep facility payment and we cannot make the payment due to insufficient funds in your nominated account then we will apply this fee after one (1) unsuccessful attempt.

\$5.00

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### Voucher Search<sup>1</sup>

Where you request us to search and/or retrieve voucher/s or other documentation.

\$60.00 per  
hour (minimum  
charge \$15.00)

<sup>1</sup>This fee will continue to be charged where the bank is notified that all customers of the account are deceased, as a service will continue to be performed.

\* No longer offered for new accounts

### 3. Government charges

These charges are outside our control. We will endeavour to keep this document up to date, however, even if no government charges are specified in this document, this does not mean there are no government charges. Where a government charge applies, it will be noted on your statement.

### Tips on minimising your transaction fees

There are several ways in which you can minimise your transaction fees. They include:

- By utilising Bendigo e-banking (including through the Bendigo Bank app) for self service options to maintain your accounts and complete payments and transfers
- By reducing the number of withdrawals you make.
- By considering whether to establish an account or loan with Bendigo Bank that may increase your Transaction Account Rebate (refer to 'Who is eligible for an Additional Transaction Account Rebate' starting on page 3).
- If using ATMs, withdrawing more cash less often may reduce the number of transactions you make.

Details are available from your nearest branch, by telephoning 1300 236 344, or by visiting [www.bendigobank.com.au/contact-us](http://www.bendigobank.com.au/contact-us)

As these tips have been prepared without taking into account your objectives, financial situation or needs, before acting on these tips, you should consider how appropriate they are having regard to your objectives, financial situation and needs. Terms and Conditions for each of these products (other than our credit facilities) are available from your nearest Bendigo Bank branch or online at [bendigobank.com.au](http://bendigobank.com.au)

## Talk to us today

<b>In person</b>	At your nearest Bendigo Bank branch
<b>On the phone</b>	Call <b>1300 236 344</b>
<b>Online</b>	At <a href="https://bendigobank.com.au">bendigobank.com.au</a>
<b>By mail</b>	The Bendigo Centre PO Box 480 Bendigo VIC 3552

Bendigo Bank is a division of Bendigo and Adelaide Bank Limited ABN 11 068 049 178. AFSL/Australian Credit Licence 237879.

(V087)

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