

# PDS Fees, Charges and Limits

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This document forms part of IMB's Product Disclosure Statement for the products and payment facilities listed on Page 1 and 2 of IMB Member Guide to Transaction Banking, which consists of the documents entitled:

- **IMB Member Guide to Transaction Banking Product Disclosure Statement;**
- **PDS Fees, Charges and Limits;**
- **PDS Interest Rates for IMB Deposit Products; and**
- **Any supplementary PDS issued by IMB.**

You may request a copy of these documents from IMB at any time. This advice has been prepared without taking account of your objectives, financial situation or needs. Before you act on this advice, you should consider the appropriateness of this advice in regard to your objectives, financial situation and needs. You should refer to IMB's Product Disclosure Statement for this product before deciding whether or not to acquire it.

Whilst every effort is made to ensure that all service fees and charges relating to deposit accounts are listed in this brochure, there may be other fees and charges that are payable that have not been listed.

The charges published here may vary without notice from time to time and are the maximum payable at the date of publishing. For the most recent fees and charges, please visit [www.imb.com.au](http://www.imb.com.au)

## Financial Claims Scheme

The Financial Claims Scheme is a Government guarantee covering a combined amount of deposits you hold in a bank. You may be entitled to payment in certain circumstances. Payments under the scheme are subject to a limit for each depositor. Information about the Financial Claims Scheme can be obtained from <http://www.fcs.gov.au>.

## Important Information: International Purchases & International Cash Advances

A transaction fee of the higher of \$5 or 2.5% is charged for any international purchase or international cash advance made using a Visa Debit Card in:

- a) a currency other than \$AUD (after conversion to \$AUD); or
- b) \$AUD (or any other currency) where either the merchant or the entity processing the transaction is located outside Australia.

**Note:** it may not always be clear to you that the merchant or entity processing the transaction is located outside Australia.

## The Shire ...Local Banking

In this document the words:

"TSLB Accountholder" means any person who:

- a) was a member of Sutherland Credit Union Limited prior to the transfer of its business to IMB; and/or
- b) held an account immediately prior to 27 May 2017 that was branded "The Shire ...Local Banking".

## Member Transaction Allowances

### IMB Membership - Length of membership

Less than 3 years	nil
3 to less than 10 years	\$1.00
10 to less than 20 years	\$2.00
20 years or more	\$3.00

### Transaction accounts

#### - Sum of the average daily balance of all transaction accounts for the month

\$0 – \$999.99	nil
\$1,000 – \$9,999.99	\$1.00
\$10,000 – \$19,999.99	\$2.00
\$20,000 & over	\$3.00

### Term Deposits - Balance of all term deposit accounts at end of month

\$1,000 – \$9,999.99	\$1.00
\$10,000 – \$19,999.99	\$2.00
\$20,000 – \$49,999.99	\$3.00
\$50,000 & over	\$4.00

### Loans - Total loan balances at end of month

\$1,000 – \$9,999.99	\$1.00
\$10,000 – \$19,999.99	\$2.00
\$20,000 – \$99,999.99	\$3.00
\$100,000 & over	\$4.00

### IMB Shares - Number of IMB shares held

Less than 500	nil
500 – 4,999	\$1.00
5,000 – 9,999	\$2.00
10,000 & over	\$3.00

### How the Allowance applies

- **IMB Transaction fees are charged to accounts on the first day of the following month for all transactions that occurred in the previous calendar month.**
- Full allowance will be applied to the account which incurs the highest transaction charge for that month; Second most expensive account—50% of allowance; Third most expensive account—25% of allowance; All other accounts—no allowance.
- Any unused allowance is forfeited & is not applied to transaction fees incurred in any subsequent month.
- We determine the monthly allowance of all account holders on the last day of each calendar month.
- Where accounts are held in more than one name, all account holders will receive the benefit of the member allowance based on the balance of the joint account.
- Subject to the conditions above, we will only apply your member allowance against transaction fees incurred on the accounts you 'own'.
- For the purpose of applying the member allowance, the first named account holder of a joint account is deemed to be the 'owner' of the account.
- Members aged under 18 receive a \$2 allowance if actual allowance earned is less than \$2.
- IMB Christmas Club and Zoo Accounts are exempt from transaction fees.
- The Member Transaction Allowance cannot be applied against Account Keeping Fees.
- The Everyday Unlimited and Everyday Unlimited Kick Start Accounts are exempt from and do not count towards IMB's Member Transaction Allowance. The IMB Member Transaction Allowance cannot be applied against any Account Keeping Fees or Transaction Fees incurred on the Everyday Unlimited or Everyday Unlimited Kick Start Account.
- The length of membership of a TSLB Accountholder is calculated from the earlier of them becoming a member of a) Sutherland Credit Union Limited; and b) IMB.
- Transaction accounts, term deposits and loan accounts: (a) held with Hunter United Employees' Credit Union Limited prior to 1 May 2020 which transferred to IMB; and or (b) which are branded 'Hunter United', do not count towards IMB's Member Transaction Allowance.

## IMB Deposit Accounts [General]

•Everyday Account •Cash Management Account •Reward Saver Account  
•Reward Saver Kick Start Account •Junior Saver Account •Blue Chip Account  
Equity Line (including Equity Line Advantage, Professional Equity Line and  
Package Equity Line) •Commercial Credit Line •Home Saver Account

Account Keeping Fee	Fee
Per month	nil
Transaction Type	Fee
<b>Internet Banking and Mobile Banking App</b>	
All transactions	Free
<b>Phone Banking – Non Operator Assisted (MAL)<sup>1</sup></b>	
All transactions – non operator assisted (MAL)	Free
<b>Phone Banking – Operator Assisted</b>	
Phone enquiry	Free
Cheque withdrawal/cheque bill payments (per cheque)	\$6.00
All other financial transactions	\$0.50
<b>Card transactions<sup>1</sup></b>	
<b>Visa Debit Card</b>	
Visa transaction & cash-out	Free
EFTPOS transaction, cash-out & decline <sup>2</sup>	\$0.85
Mobile payments	Free
International purchase	\$5.00 or 2.5% <sup>3</sup>
Cash advances (domestic & international)	\$5.00 or 2.5% <sup>3</sup>
<b>Cashcard</b>	
EFTPOS transaction, cash-out & decline	\$0.85
<b>IMB ATM<sup>1</sup></b>	
BPAY <sup>®</sup>	Free
Cheque deposit <sup>4</sup>	\$1.00
ATM withdrawal (including Visa Debit Card)	\$0.70
ATM balance enquiry or failed transaction	\$0.25
Transfer to an IMB account	\$0.25
<b>Other ATM<sup>1</sup></b> - n.b. Direct charge as determined by ATM Operator may also apply	
Other ATM withdrawal, balance enquiry or failed transaction	Free
International ATM	\$5.00
<b>Over the counter</b>	
Balance enquiry or cash deposit	Free
Cheque deposit <sup>4</sup>	\$1.00
Branch cash withdrawal	\$2.25
Transfer to an IMB account	\$0.50
BPAY	\$0.50
Cheque withdrawal/cheque bill payments (per cheque)	\$6.00
Single direct credit to another financial institution	\$0.50
Scheduled direct credit to another financial institution	\$0.50
<b>Other facilities</b>	
Direct credit	Free
Direct debit by another financial institution or entity	\$0.50
Personal cheque withdrawal <sup>1</sup>	\$1.50
Cheque deposit <sup>4</sup>	\$1.00
Scheduled cheque withdrawal (per cheque)	\$6.00
Scheduled electronic withdrawal	\$0.50
<b>Australia Post<sup>1</sup></b>	
Bank@Post deposit, withdrawal, enquiry & failed transactions	\$4.50
Deposit card – cash or cheque deposit	\$2.90

1. Facilities not available on Home Saver Account. 2. Fee payable if the transaction is processed via EFTPOS at the merchant's election, including contactless Visa debit card transactions. 3. Higher value will apply. See important information about international purchases and international cash advances on page 2 of this document. 4. Fee applies to each account that a cheque is deposited into. If a cheque deposit is split across multiple accounts, the fee is applied to each account separately. ©Registered to BPAY Pty Ltd ABN 69 079 137 518.

## IMB Deposit Accounts [Wisdom Saver]

(Includes Optimiser Account)

Account Keeping Fee	Fee
Per month	nil
Transaction Type	Fee
<b>Internet Banking and Mobile Banking App</b>	
All transactions	Free
<b>Phone Banking – Non Operator Assisted (MAL)</b>	
All transactions – non operator assisted (MAL)	Free
<b>Phone Banking – Operator Assisted</b>	
Phone enquiry	Free
Cheque withdrawal/cheque bill payments (per cheque)	Free
All other financial transactions	Free
<b>Card transactions</b>	
<b>Visa Debit Card</b>	
Visa transaction & cash-out	Free
EFTPOS transaction, cash-out & decline	Free
Mobile payments	Free
International purchase	\$5.00 or 2.5% <sup>3</sup>
Cash advances (domestic & international)	\$5.00 or 2.5% <sup>3</sup>
<b>Cashcard</b>	
EFTPOS transaction, cash-out & decline	Free
<b>IMB ATM</b>	
BPAY	Free
Cheque deposit	Free
ATM withdrawal (including Visa Debit Card)	Free
ATM balance enquiry or failed transaction	Free
Transfer to an IMB account	Free
<b>Other ATM</b> - n.b. Direct charge as determined by ATM Operator may also apply	
Other ATM withdrawal, balance enquiry or failed transaction	Free
International ATM	\$5.00
<b>Over the counter</b>	
Balance enquiry, cash deposit or cheque deposit	Free
Branch cash withdrawal	Free
Transfer to an IMB account	Free
BPAY	Free
Cheque withdrawal/cheque bill payments (per cheque)	Free
Single direct credit to another financial institution	Free
Scheduled direct credit to another financial institution	Free
<b>Other facilities</b>	
Direct credit	Free
Direct debit by another financial institution or entity	Free
Personal cheque withdrawal (per cheque)	Free
Cheque deposit	Free
Scheduled cheque withdrawal (per cheque)	Free
Scheduled electronic withdrawal	Free
<b>Australia Post</b>	
Bank@Post withdrawal	\$3.00
Bank@Post deposit, enquiry & failed transactions	Free
Deposit card – cash or cheque deposit	Free

3. Higher value will apply. See important information about international purchases and international cash advances on page 2 of this document.

## IMB Deposit Accounts [Everyday Unlimited & Everyday Unlimited Kick Start]

Monthly Account Keeping Fee <sup>5</sup>	Fee
• Account balance of \$2,000 & over (held continuously throughout the calendar month) nil	
• Account balance of \$0 – \$1,999.99 at any time during calendar month \$6.00	
Everyday Unlimited Kick Start Account Holders nil	
Platinum Package Holders (only one account per package) nil	
Transaction Type	Fee
<b>Internet Banking and Mobile Banking App</b>	
All transactions	Free
<b>Phone Banking</b>	
All transactions	Free
<b>Card transactions</b>	
<b>Visa Debit Card</b>	
Visa transaction & cash-out	Free
EFTPOS transaction, cash-out & decline	Free
Mobile payments	Free
International purchase	\$5.00 or 2.5% <sup>3</sup>
Cash advances (domestic & international)	\$5.00 or 2.5% <sup>3</sup>
<b>Cashcard</b>	
EFTPOS transaction, cash-out & decline	Free
<b>IMB ATM</b>	
BPAY	Free
Cheque deposit	Free
ATM withdrawal (including Visa Debit Card)	Free
ATM balance enquiry or failed transaction	Free
Transfer to an IMB account	Free
<b>Other ATM</b> - n.b. Direct charge as determined by ATM Operator may also apply	
Other ATM withdrawal, balance enquiry or failed transaction	Free
International ATM	\$5.00
<b>Over the counter</b>	
Balance enquiry, cash deposit or cheque deposit	Free
Branch cash withdrawal	Free
Transfer to an IMB account	Free
BPAY	Free
Cheque withdrawal/cheque bill payments (per cheque)	Free
Single direct credit to another financial institution	Free
Scheduled direct credit to another financial institution	Free
<b>Other facilities</b>	
Direct credit	Free
Direct debit by another financial institution or entity	Free
Personal cheque withdrawal (per cheque)	Free
Cheque deposit	Free
Scheduled cheque withdrawal (per cheque)	Free
Scheduled electronic withdrawal	Free
<b>Australia Post</b>	
Bank@Post withdrawal	\$4.50
Bank@Post deposit, enquiry & failed transactions	\$4.50
Deposit card – cash or cheque deposit	\$2.90

**Important Note** - If, by the close of business on the day that you open your Everyday Unlimited Account, or at any time during the month, the balance of your Everyday Unlimited Account is less than \$2,000, you will be charged the Monthly Account Keeping Fee for that month. 3. Higher value will apply. See important information about international purchases and international cash advances on page 2 of this document. 5. The Member Transaction Allowance cannot be applied against Account Keeping Fees.

## IMB Deposit Accounts [Balance+]

Account Keeping Fee	Fee
Per month	nil
Transaction Type	Fee
<b>Internet Banking and Mobile Banking App</b>	
All transactions	Free
<b>Phone Banking</b>	
All transactions	Free
<b>Card transactions</b>	
<b>Cashcard</b>	
EFTPOS transaction & cash-out	\$0.60
EFTPOS decline	\$0.50
<b>IMB ATM</b>	
BPAY	Free
Cheque deposit	Free
ATM withdrawal	Free
ATM balance enquiry or failed transaction	Free
Transfer to an IMB account	Free
<b>Other ATM</b> - n.b. Direct charge as determined by ATM Operator may also apply	
Other ATM withdrawal, balance enquiry or failed transaction	Free
<b>Over the counter</b>	
Balance enquiry, cash deposit or cheque deposit	Free
Branch cash withdrawal	Free
Transfer to an IMB account	Free
BPAY	Free
Cheque withdrawal/cheque bill payments (per cheque)	Free
Single direct credit to another financial institution	Free
Scheduled direct credit to another financial institution	Free
<b>Other facilities</b>	
Direct credit	Free
Direct debit by another financial institution or entity	Free
Cheque deposit	Free
Scheduled electronic withdrawal	Free
<b>Australia Post</b>	
Bank@Post deposit, withdrawal, enquiry & failed transactions	\$4.50

## IMB Deposit Accounts [eSaver]

Monthly Account Keeping Fee <sup>5</sup>	Fee
Account balance of \$1,000 & over (held continuously throughout the calendar month)	nil
Account balance of \$0 - \$999.99 at any time during calendar month	\$3.00
Transaction Type	Fee
<b>Internet Banking and Mobile Banking App</b>	
All transactions	Free
<b>Phone Banking – Non Operator Assisted (MAL)</b>	
All transactions – non operator assisted (MAL)	Free
<b>Phone Banking – Operator Assisted</b>	
Phone enquiry	Free
Cheque withdrawal/cheque bill payments (per cheque)	\$6.00
All other financial transactions	\$0.50
<b>Over the counter</b>	
Balance enquiry	Free
Cash deposit	Free
Cheque deposit <sup>4</sup>	\$1.00
Branch cash withdrawal	\$2.25
Transfer to an IMB account	\$0.50
BPAY	\$0.50
Cheque withdrawal/cheque bill payments (per cheque)	\$6.00
Single direct credit to another financial institution	\$0.50
Scheduled direct credit to another financial institution	\$0.50
<b>Other facilities</b>	
Direct credit	Free
Direct debit by another financial institution or entity	\$0.50
Scheduled electronic withdrawal	\$0.60

4. Fee applies to each account that a cheque is deposited into. If a cheque deposit is split across multiple accounts, the fee is applied to each account separately. 5. The Member Transaction Allowance cannot be applied against Account Keeping Fees.

## IMB Deposit Accounts [Business Banking]

• Business Card Account • Business Transaction Account • Real Estate Business Account • Business Cash Management Account • DIY Super Account

Monthly Account Keeping Fee <sup>5</sup> (Only applies to Business Transaction & Business Cash Management Accounts)	Fee
Average monthly balance \$5,000 & over	nil
Average monthly balance \$0 – \$4,999.99	\$6.00
Transaction Type	Fee
<b>Internet Banking and Mobile Banking App</b>	
All transactions	Free
<b>Phone Banking – Non Operator Assisted (MAL)</b>	
All transactions – non operator assisted (MAL)	Free
<b>Phone Banking – Operator Assisted</b>	
Phone enquiry	Free
Cheque withdrawal/cheque bill payments (per cheque)	\$6.00
All other financial transactions	\$0.50
<b>Card transactions<sup>6</sup></b>	
<b>Visa Debit Card</b>	
Visa transaction & cash-out	Free
EFTPOS transaction, cash-out & decline <sup>2</sup>	\$0.50
Mobile payments	Free
International purchase	\$5.00 or 2.5% <sup>3</sup>
Cash advances (domestic & international)	\$5.00 or 2.5% <sup>3</sup>
<b>Cashcard</b>	
EFTPOS transaction, cash-out & decline	\$0.50
<b>IMB ATM<sup>6</sup></b>	
BPAY	Free
Cheque deposit <sup>4</sup>	\$0.75
ATM withdrawal (including Visa Debit Card)	\$0.50
ATM balance enquiry or failed transaction	\$0.25
Transfer to an IMB account	\$0.25
<b>Other ATM<sup>3</sup></b> - n.b. Direct charge as determined by ATM Operator may also apply	
Other ATM withdrawal, balance enquiry or failed transaction	Free
International ATM	\$5.00
<b>Over the counter</b>	
Balance enquiry	Free
Cash deposit	\$0.50
Cheque deposit <sup>4</sup>	\$0.75
Branch cash withdrawal	\$1.00
Transfer to an IMB account	\$0.50
BPAY	\$0.50
Cheque withdrawal/cheque bill payments (per cheque)	\$6.00
Single direct credit to another financial institution	\$0.50
Scheduled direct credit to another financial institution	\$0.50
<b>Other facilities</b>	
Direct credit	Free
Direct debit by another financial institution or entity	\$0.50
Personal cheque withdrawal	\$1.00
Cheque deposit <sup>4</sup>	\$0.75
Scheduled cheque withdrawal (per cheque)	\$6.00
Scheduled electronic withdrawal	\$0.50
<b>Australia Post<sup>7</sup></b>	
Bank@Post deposit, withdrawal, enquiry & failed transactions	\$4.50
Deposit card – cash or cheque deposit	\$2.90

2. Fee payable if the transaction is processed via EFTPOS at the merchant's election, including contactless Visa debit card transactions.

3. Higher value will apply. See important information about international purchases and international cash advances on page 2 of this document.

4. Fee applies to each account that a cheque is deposited into. If a cheque deposit is split across multiple accounts, the fee is applied to each account separately. 5. The Member Transaction Allowance cannot be applied against Account Keeping Fees. 6. Facilities not available on DIY Super Account. 7. Facilities available on Business Banking Accounts at Australia Post's discretion.

## Fee Definitions

### Fee Policy

Fees charged may be in relation to:

- government taxes;
- specific WBC charges imposed on IMB;
- the cost of special services provided to our members;
- transaction fees;
- administration costs relating to subpoenas and garnishee orders; and
- in some cases account keeping fees.

### Government Taxes

The Federal, State and Territory Governments may impose taxes and charges on accounts from time to time. We may charge you and debit your account with any government charges applicable from time to time.

### Default Fees and Unauthorised Overdraw Interest

When your savings account is overdrawn for 20 days, a fee of \$25 will be debited from your account on the 20th day and a further \$25 debited each month thereafter while your account remains overdrawn. In addition, an unauthorised overdraw interest rate of 13.85% will apply. This interest is calculated daily and charged to your account monthly.

### Default Notice Fee

A Default Notice fee of \$30 will be debited from your deposit account or Personal Credit Line facility, where you are in breach of this PDS and/or the schedule and IMB issues a notice to you demanding monies. Refer to clause 7.1 and 10.1 of this PDS for further information.

### Direct Debit Dishonour (Inward)

When we are unable to perform a direct debit on your behalf due to insufficient funds in your account, you will be charged a dishonour fee. Where we are unable to perform the same direct debit upon further attempts over the next 30 days, the charging of a further dishonour fee is at IMB's discretion.

Your direct debit authority may be cancelled at the discretion of IMB, in the instances where the direct debit has been repeatedly dishonoured and a dishonour fee is charged to your account three times in a 90 day period.

### Direct Debit Dishonour (Outward)

Where you have instructed IMB to debit funds from a third party account and electronically credit an IMB account, a dishonour fee will apply if there are insufficient cleared funds in your third party account.

### Direct Credit Dishonour

Where you have instructed IMB to debit funds from your IMB account and electronically credit an external party and either your account has insufficient cleared funds or the external party returns the payment, a dishonour fee will apply.

### Periodical Payment Dishonour

Where you have instructed IMB to deduct a payment from your IMB account and credit either an internal IMB account or draw a regular cheque on your behalf, a dishonour fee will apply if there are insufficient cleared funds in your account.

### Honour Fee

Where you request us to make a payment through a payment facility to which this PDS applies and it would cause your account to be overdrawn or any applicable credit limit to be exceeded, we may in our absolute discretion debit your account for that payment and charge you an honour fee. Where your account is overdrawn or your credit limit is exceeded you may also be charged default fees and unauthorised overdraw interest. Refer to clause 7.1 of the **PDS – Member Guide to Transaction Banking** for further information on these types of fees.

## IMB Service Fees

Service	Fee
Direct debit dishonour (inward)	\$15.00
Direct debit dishonour (outward)	\$15.00
Direct credit dishonour	\$15.00
Periodical payment dishonour	\$15.00
Honour fee	\$10.00
Default Notice fee	\$30.00
Transfers between accounts to cover overdrawn balance	\$15.00
Stop payment personal cheque	\$15.00
Card replacement (in excess of 1 p.a.)	\$10.00
Pin replacement (in excess of 1 p.a.)	\$5.00
Transaction Listing - Electronic - up to 10 pages	\$5.00
Transaction Listing - Electronic- 10 pages and over	\$0.50 (per page)
Transaction Listing - Microfilm/photocopy	\$5.00 (per page)
Interest statement - Electronic	\$2.50 (per page)
Interest statement - Microfilm/photocopy	\$5.00 (per page)
Copy of personal cheque	\$15.00
Copy of share dividend record	\$12.00
Copy of withdrawal or deposit form	\$15.00
Visa Cardholder Facility Fee	\$1.60 (per month, per card) <sup>8</sup>
Visa voucher request	\$15.00 (per request) <sup>9</sup>
Urgent Visa card mailing	\$20.00
Overseas Visa card replacement	\$150.00 <sup>9</sup>
Bulk coin count	\$5.00 (max. charge) <sup>10</sup>
Manual deposit other institution	\$10.00
Recalculation of interest	\$30.00 (per hour)
Audit Certificate	\$30.00 (per certificate)
Share Trading	\$33.00 (includes GST)
Unclaimed monies/dormant account Research fee	\$40.00 (max.charge per account)
Retrieval of archived documents	\$30.00 (per hour)
Regular payment setup	\$20.00 (per item)
Total cash withdrawal over \$2,000 in a day:	\$5.00
Personal cheque dishonour fee	0.2% of total cash withdrawals
Cheque deposit dishonour WBC fee	\$25.00
Trace on over-the-counter cheque	\$10.50 (max. charge) <sup>9</sup>
Trace on personal cheque	\$50.00 <sup>9</sup>
WBC special clearance on cheques	\$50.00 <sup>9</sup>
Copy of counter cheque	\$16.00 (max. charge) <sup>9</sup>
Stop payment fee (IMB cheques)	\$16.00 (max. charge) <sup>9</sup>
Foreign cheque conversion	\$12.50 (max. charge) <sup>9</sup>
Purchase WBC cheque	\$25.00 <sup>9/11</sup>
Bill for collection (Foreign cheque with a value greater than AUD\$10,000)	\$10.00 <sup>9</sup>
Telegraphic transfers	\$50.00 (min. charge) <sup>11</sup>
Foreign currency drafts	\$51.00 (max. charge) <sup>9</sup>
• Stop payment	\$21.00 (max. charge) <sup>9</sup>
• Refund	\$10.50 (max. charge) <sup>9</sup>
• Dishonour	\$10.00 (max. charge) <sup>9</sup>
BPAY payment return	\$21.70 (max. charge) <sup>9</sup>
Purchase of foreign currency	\$5.00
	\$10.00 or 1.00% <sup>12</sup>

## IMB Service Fees (continued)

Service	Fee
Travel Money Transfer (Minimum charge is based on the value and location of Travel Money Transfer at the standard rate)	\$10.00
Rejected post-dated BPAY	\$5.00
Trace on Electronic Debit/Credit	\$20.00
Email Alerts	Free
SMS Alerts on loan accounts	Free
SMS Alerts on all other accounts	\$0.25 (per alert)

IMB Everyday Unlimited and Everyday Unlimited Kick Start Accounts include 5 free SMS Alerts per month.

### Service Fees are not offset by the Member Transaction Allowance.

8. Fee will be charged on the first day of each month for each Visa Card on issue. Not applicable to Everyday Unlimited and Everyday Unlimited Kick Start. 9. Charges either wholly or partly imposed by third parties, such as Visa, WBC and Travellex. 10. Bulk coin count fee does not apply to Zoo Accounts. 11. Minimum charge, subject to additional fees and charges. Funds subject to 6-8 weeks clearance. 12. \$10 or 1% of the value of the total order (whichever is greater).

## Withdrawal and Transaction Limits

### Cash Withdrawal

Maximum daily cash withdrawal limit per card or account - \$1,000.

### Visa Debit Card/Cashcard

Maximum daily transaction limit applicable to Visa or EFTPOS transactions performed using your Visa Debit Card or Cashcard - \$10,000 (unless a lower maximum overseas transaction limit is stated).

Maximum daily transaction limit applicable to Visa transactions performed in the United States using your Visa Debit Card - \$5,000.

In response to the COVID-19 pandemic, there is a temporary increase to contactless transaction limits using your Visa Debit Card or Cashcard. Selected merchants will be able to accept contactless transactions without requiring the merchant to obtain your PIN, for transactions up to \$200 (previously (\$100)).

### Internet Banking and Mobile Banking App

Maximum daily transaction limit applicable to transactions performed using Osko within Internet Banking combined with transactions performed using Osko via the Mobile Banking App - \$1,000.

Maximum daily transaction limit applicable to transactions performed within Internet Banking combined with transactions performed via the Mobile Banking App (including Osko) - \$5,000.

This limit does not include BPAY transactions and transfers between IMB accounts in the same name.

Limits may change. If we change them, we will generally give you 30 days notice unless the change required is in response to an immediate need to restore the security of individual accounts or the payments or Internet Banking system, or where there is the risk of fraud to you or us. This includes for the prevention of systematic or individual criminal activity.

For more information on how the withdrawal and transaction limits apply, please refer to clause 6 and Part E of the **PDS – Member Guide to Transaction Banking**.