


A man with a beard and short brown hair is looking down at his smartphone. He is wearing a light grey cardigan over a white t-shirt and has a blue backpack strap visible. The background is a blurred city street with bokeh lights.

Fees and Limits Guide

Information about the fees, charges and transaction limits that apply to Heritage Deposit, Credit Card and Lending Products.

Heritage Bank
People first.

 Talk to us today.

Effective 9 December 2021

HERITAGE BANK - FEES AND LIMITS GUIDE

Issue Date: 9 December 2021

This booklet:

- sets out the fees, charges and transaction limits that apply to Heritage Deposit Products; and
- sets out the transaction limits that apply to the following Heritage Credit Card and Lending Products and forms part of the Credit Contract for each product:
 - Credit Card Products;
 - Mortgage Loans;
 - Personal Loans;
 - Line of Credit Facilities; and
 - Business Overdrafts.
- sets out fees and charges that may become payable to Heritage Credit Card Products.

The fees and charges that apply to Heritage's Credit Card and Lending Products are contained in other documents applicable to the product.

For more information about which documents make up the terms and conditions for the products contained in this booklet, please see the Guide to Heritage Deposit Products (Deposit Products), the Guide to Heritage Credit Card Products (Credit Cards) or the Heritage Lending Terms and Conditions (Mortgage Loans, Personal Loans, Line of Credit Facilities and Business Overdrafts) as applicable.

HERITAGE DEPOSIT PRODUCTS

We do not charge account keeping fees.

TRANSACTION FEES

Simply Access (S1), Cash Management (S8) – no longer available for sale, Loan Offset (S9) – no longer available for sale, Mortgage Crusher (S10), Money Manager (S24) – no longer available for sale, Pension Plus (S65), Business Cheque (S13), Trust Account (S40)

TRANSACTION TYPE	FEE PER TRANSACTION
Heritage Online	Free
Heritage Access Line	Free
Direct credits	Free
Direct debits	Free
Cheque deposits	Free
Counter cash deposits	Free
Counter cash withdrawals, transfers and BPAY	Free
Heritage ATM withdrawals, transfers and balance enquiries	Free
Presented cheques	Free
EFTPOS	Free
Visa debit and Visa card or payment-enabled device contactless payment	Free
Bank@Post Transactions	Free
Non-Heritage counter withdrawals (Visa)	\$2.50
Overseas ATM or counter withdrawals (Visa)	\$5.00 plus overseas currency conversion fee

We do not charge transaction fees on the following accounts:

Target Bonus (S12), Christmas Club (S14), Online Saver (S26), Community Saver (S27) – no longer available for sale, Body Corporate (S16), Body Corporate Special (S17), and Club Cheque (S21)

SERVICE FEES

Audit certificates	\$15.00 per certificate
Business internet banking security token (including replacement security tokens)	\$50.00 per token each 3 years
Card replacement	
First standard replacement card in a year	Free
Subsequent standard replacement card in a year	\$10.00 each
Express Delivery replacement card in Australia (when delivery requested within 5 days)	\$25.00
Emergency replacement card overseas (when delivery requested within 5 days)	\$200.00
Cash and coin handling (not applicable to Simply Access (S1) and Mortgage Crusher (S10) accounts)	
Deposit – coins bagged and counted	Free
Deposit – coins not bagged and counted	2% of value
Cheque accounts	
Personal cheque book (25 cheque forms)	Free
Business cheque book (50 cheque forms)	Free
Dishonour fee (when a cheque drawn on your account is dishonoured)	\$10.00
Stop payment request	\$12.50
Deposited cheques	
Cheque in foreign currency	\$10.00
Direct debits	
Dishonour fee (when we dishonour a direct debit to be made from your account)	\$10.00

Document/record search fee (for record searches, traces, supplying copy of details of transactions (including Visa card transaction slips) at your request on your account)	\$12.00 per item (refunded if fee was charged for transaction-specific information and the transaction was incorrectly debited)
Heritage cheques	
Issue	\$10.00
Replacement	\$10.00
Heritage Online business internet banking	
Account reconciliation	\$0.05 + GST per entry
Payroll and creditor batch payments – for each payment in a batch	\$0.05 + GST
Inactive account administration fee	
(applicable to an account which has not had any transactions initiated by you for more than 2 years)	\$20.00 per half year
Overdraft reference fee (applicable per day on the date of any debit, other than for fees or charges or interest, to an account which causes an overdrawing or further overdrawing)	\$10.00
Overseas currency conversion (applicable on Visa purchases or withdrawals made in any currency that is not Australian Dollars (AUD))	3% of the Australian dollar amount of the transaction
Payroll processing	\$0.50 for each deposit (minimum \$5.00)
Periodical payments	
To another Heritage account	Free
To another financial institution by Heritage cheque	\$10.00
To another financial institution other than by Heritage cheque	\$3.00

SMS Services	
SMS Alerts	\$0.25 for each SMS Alert delivered by SMS to your mobile phone
Statements/transaction listings	
Additional statements (for the second and subsequent statement issued during a month, or when a statement is issued on your account at your request at any time before the next statement issuing due date)	\$1.00 per statement
Transaction listing (when a transaction listing between two given dates is issued on your account)	\$5.00 per page
Transfers	
Automatic sweep	\$2.00
Manual transfer to another Heritage account	\$2.50
Manual transfer to another financial institution	\$4.00
Manual telegraphic transfer within Australia	\$30.00
Manual telegraphic transfer (sent in AUD) to a country with different currency	\$50.00
Manual telegraphic transfer to a country in accepted currency (for example, USD to the United States)	\$30.00
Manual RTGS payment/transfer to your account	\$10.00
Telegraphic transfer performed via Heritage Online or the Mobile Banking App	\$15.00

Heritage Credit Card, Lending Products and Deposit Products Limits

Cards - Transaction Limits

You can ask us to adjust the daily transaction limits set out below. We do not have to approve your request but if we do, our approval does not mean that we have agreed that the adjusted limit will always apply. You must note that an increase in your daily limit increases the amount of transactions able to be performed on your account including any unauthorised transactions for which you may be liable. Individual limits may also apply at particular ATMs and EFTPOS terminals. These individual limits are set by the operator of the ATM or the merchant operating the EFTPOS terminal.

TRANSACTION TYPE	DAILY LIMIT
Daily Cash Limit for: <ul style="list-style-type: none">• Withdrawals at ATMs within Australia and outside Australia• Cash out transactions made by selecting 'savings' or 'EFTPOS savings' at EFTPOS Terminals• Cash substitute transactions*	\$1,000 [#]
Daily debit Visa card – purchases made online, by telephone or when selecting 'Visa debit', 'credit' or 'CR' in stores	\$10,000
Purchases at EFTPOS terminals within Australia, when 'cheque' or 'savings' is selected on a card	\$1,000
Purchases at EFTPOS terminals outside Australia (credit must be selected on a card for overseas transactions)	\$3,000 [#]
Visa card or payment-enabled device contactless payment limit without PIN	\$100 per transaction

[#] Outside Australia - equivalent to Australian dollar currency value

* Cash substitute transaction that are directly convertible to cash (commonly referred to as Quasi-Cash transactions). For example, withdrawals made to your Visa Debit card number by merchants who provide wire transfer money services, betting and gambling, money orders and e-commerce wallet accounts.

Bank@Post - Transaction Limits

Daily Bank@Post Transaction limits apply (card access only) at Bank@Post outlets. Deposits limits of minimum \$20 and maximum \$3,000. Withdrawal limits of minimum \$20 and maximum \$1,000.

HERITAGE ONLINE (PERSONAL and BUSINESS)

Maximum Transaction Limits

We will ask you to nominate what daily limits will apply for the different transaction types (subject to the maximum limits below). If you do not nominate any daily limits, a default daily limit of the amounts set out below will apply. These limits apply to all accounts under your member number. We will not increase your daily limit unless you request us to do so. On changing transaction methods, unless otherwise specified, your existing daily limit will continue to apply unless the new daily maximum limit is less than your existing daily limit.

You can also ask us to adjust the daily transaction limit on Heritage account transfers and Interbank transfers to a higher amount (up to the maximum limits stated in the table below - for example, to allow you to perform a specific Interbank transfer). We do not have to approve your request but if we do, our approval does not mean that we have agreed that the adjusted limit will always apply.

PAY ANYONE REGISTRATION TYPE	TRANSACTION TYPE	DEFAULT DAILY LIMIT	MAXIMUM DAILY LIMIT
Pay Anyone with Password	Transfers to other Heritage Accounts ¹	\$5,000	\$5,000
	Interbank transfers**	\$5,000	\$5,000
	BPAY total	Unlimited	Unlimited
	BPAY to special limit billers ²	\$0	\$25,000
Pay Anyone with SMS Security	Transfers to other Heritage Accounts ¹	\$10,000	\$40,000
	Interbank transfers**	\$10,000	\$40,000
	BPAY total	Unlimited	Unlimited
	BPAY to special limit billers ²	\$0	\$40,000
No Pay Anyone [#] (Nominated accounts only)	Transfers to other Heritage Accounts ¹	Unlimited	Unlimited
	Interbank transfers ^{3**}	\$25,000	\$40,000
	BPAY total	Unlimited	Unlimited
	BPAY to special limit billers ²	\$0	\$40,000

1 Not under your membership

2 Inclusive of the BPAY Total limit. A "special limit biller" is a BPAY biller where money transferred to that biller may be accessible as cash for example, credit cards and sports betting accounts

3 To an account at another financial institution that has been nominated via recognised instructions

Where you have neither registered for Pay Anyone with Password or Pay Anyone with SMS Security, transactions can only be made to nominated accounts (payees). Nominated accounts can only be added via recognised instructions. New payees CANNOT be added online.

** including Telegraphic transfer performed via Heritage Online or the Mobile Banking App.

OTHER HOL LIMITS

TRANSACTION TYPE	MAXIMUM DAILY LIMIT
Transfers to other Heritage accounts under your membership	Unlimited [^]
Interbank transfers to pre-registered accounts, from Online Saver (S26) or Community Saver (S27) accounts under your membership	\$50,000 [^]

[^] If no default daily limit is chosen when registering for Heritage Online the default daily limit will be the same as the maximum daily limit

HERITAGE ACCESS LINE (PHONE BANKING)

Maximum Transaction Limits

The maximum daily limits that apply to your account for transactions made through Heritage Access Line on your account are set out below. You can request us to set lower limits for the different transaction types. These limits apply to all accounts under your member number.

TRANSACTION TYPE	DAILY LIMIT
Heritage account transfers	Unlimited
Payments to special-limit BPAY billers	Nil, unless you give us recognised instructions nominating a higher amount (to a maximum of \$25,000)
Other BPAY payments	Unlimited

Heritage Credit Cards

FEES: The following is a list of fees that may become payable under your Credit Card contract.

If there is an inconsistency between a fee as advised in the Specific Particulars for your loan and something in these Terms and Conditions, the Specific Particulars apply to the extent of the inconsistency.

FEE OR CHARGE	AMOUNT
Annual Fee* Payable on the date that this Agreement is made and annually on the anniversary of the date that this Agreement is made. <small>*Refer to Credit Card brochure for fee waiver qualifications.</small>	Platinum \$125.00 Classic \$55.00 Freedom \$18.00 (no longer available for sale)
Supplementary Visa card fee (per card) On the issue of the third and each subsequent Visa card on issue on your card account.	\$7.50
Statement replacement fee Whenever a copy of a previous statement is required (per statement) or if we are required to give separate statements to each of you (per statement, after the first one).	\$7.50
Direct debit dishonour fee If a direct debit authorised to be made from or to your account is dishonoured	\$10.00

<p>Default Fee If a payment remains outstanding after its due date.</p>	\$20.00
<p>Manual Transfer Fee Whenever we manually transfer funds from your Card Account.</p>	<p>\$2.50 (transfer to Heritage account) \$4.00 (transfer to external payee)</p>
<p>Telegraphic Transfer Fee Whenever a payment from your Card Account is telegraphically transferred.</p>	<p>\$30.00 (within Australia or to another country in accepted currency) \$50.00 (sent in AUD to a country with a different accepted currency)</p>
<p>Interest Recalculation Fee Whenever you ask us to recalculate interest on your Card Account.</p>	\$20.00
<p>Special Request Transaction Listing Fee Whenever a listing of transactions between two given dates is issued on your Card Account.</p>	\$7.50 per page
<p>Package Annual Fee When your Card Account is the nominated Visa credit card for a Package and you meet the Package Eligibility Criteria Package containing solely Home Advantage Package eligible Loans / Facilities. \$300 per year - Package including Professional Package eligible Loans / Facilities. Fee waived if total outstanding balance owing on anniversary date, on all eligible loans linked to the Package, is equal to or more than \$500,000.00. Once all Professional Package eligible Loans / Facilities are repaid in full and your Package contains solely Home Advantage Package eligible Loans / Facilities, you agree that the Package Fee for Packages containing solely Home Advantage Package eligible Loans / Facilities (see above) will apply from the date on which the last Professional Package eligible Loan / Facility is repaid in full.</p>	\$350.00 per year
<p>Balance Transfer Fee Whenever an inward balance transfer is processed on your Card Account</p>	Refer to heritage.com.au/balancetransfer to see the current Balance Transfer fee

Cash Advance Fee

Whenever one of the following transactions are performed:

- Cash withdrawal, cheque withdrawal, manual transfer or debit transfer counter transactions at a Heritage branch or mini-branch (including periodic payments established to transfer funds from your account to another account)
- Direct debit transactions from your credit card BSB, and account number
- ATM/EFTPOS Cash withdrawal or ATM transfer within Australia
- ATM/EFTPOS Cash withdrawal overseas*
- Cash withdrawal over the counter at another financial institutions (domestically and overseas*)
- Heritage Access Line transfer
- Heritage on-line transfer
- Withdrawal through Bank@Post

2% of the withdrawal amount (minimum fee of \$2.50)

(Other fees may also be applicable for certain cash advance transactions)


*Transactions performed in a currency other than Australian Dollar (AUD) also have Overseas Currency Conversion Fee charged

FOR THESE SERVICE FEES


- Replacement card fee
- Emergency replacement card fee
- Overseas Currency Conversion Fee
- Heritage Cheque Fee
- Sweep Fee
- Special Clearance Fee
- Coin Deposit Fee
- Overseas Cheque Deposit Fee
- RTGS Deposit Fee
- SMS Banking - SMS Alerts

Refer to Deposit Product Service Fees Table beginning on page 4 of this guide.

Find out more

 Drop into your nearest Heritage branch

 Visit heritage.com.au

 Call 13 14 22

 Connect with us

Facebook: facebook.com/heritage

Twitter: [@heritagebank](https://twitter.com/heritagebank)

YouTube: youtube.com/HeritagePeopleFirst

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 Talk to us today.

Heritage Bank
People first.