

Citibank Accounts

Schedule of Fees and Charges

**Citibank Staff Cheque Account
(no longer offered)**

Effective 01 March 2017



What is the Schedule of Fees and Charges?

This Schedule of Fees and Charges outlines the fees and charges that apply to the Citibank Staff Cheque Account and general banking services. It also provides an explanation of when each fee will be charged.

Tips on avoiding fees and charges

- Start by looking at your transaction records, keep a record of your monthly banking habits and review this to determine how you use your account.
- Determine if you have the right deposit account to suit your needs.
- Plan your cash withdrawals to avoid ATM operator direct charges. ATM direct charges are waived for Citi customers at Citi, Westpac-branded, St.George, Bank of Melbourne, and BankSA ATMs. To avoid these charges you can also check your account balance via Citibank Online and ask for 'cash out' when using EFTPOS, at participating retailers.
- If applicable, remember to maintain your minimum balance to avoid paying the Monthly Account Keeping Fee.
- Check your balance regularly, be aware of direct debit dates and schedule your payments so all bills are paid on time and you have funds available.
- Close any accounts you don't use, or combine all your accounts into one Citibank account to avoid the monthly fees.

- Avoid credit card interest rate charges and use your own money to access worldwide ATMs, international retailers and purchase online and over the phone with a Citibank Debit Card.
- If you are not currently taking advantage of the Citibank Debit Card, check if it is available on your Account and order one today by calling CitiPhone Banking on **13 24 84**.
- Access copies of statements (up to 3 years) online at no charge to avoid the Statement Copy Fee.

How to read our Schedule of Fees and Charges

This Schedule of Fees and Charges forms part of the Terms and Conditions (as varied) and is to be read with the Citibank Staff Cheque Account Terms and Conditions Booklet.

The Product Service Charges listed are charged where the Account feature is applicable. Citibank reserves the right to change any fees and charges and will notify you in the manner required by the Code of Banking Practice and/or the Corporations Act. Fees are quoted in Australian Dollars.

Product Service Charges

Fee	Amount	When is the fee charged?
Dishonour Fees		
Dishonour Fees (Outward) - Withdrawals from your Account	\$9	If you have insufficient available funds in your Account when a periodic payment, direct debit or cheque is presented and we do not process the payment.
Dishonour Fee (Inward) - Payments to your Account	\$0	No fee applicable.
Copy of Cheques, Statements, Records and Certificates		
Statement Copy	\$15 per copy	Citibank will send you a regular statement outlining balances and transactions or an email notifying you that your statement is ready for viewing online. However, if you do require an additional copy of your statement, you will be charged \$15 per statement request.
Stop Cheque Payment	\$10 (No fee if the cheque is lost or stolen)	If you wish to stop a cheque you will be charged \$10, however, this will be waived if the cheque has been lost or stolen.
Miscellaneous - Bank Opinions, Record Search, Information Services etc	\$70 per hour (minimum \$30)	Where you request information on a transaction, such as an unexpected deposit.
Overdrafts		
Unarranged Casual Overdrafts	\$10 Please refer to the Interest Charges for Overdrafts section.	When you make a payment that exceeds your available funds or your overdraft limit and we allow the transaction.
Bank Cheques		
Emergency bank cheque issued at Citibank branches	\$15	When an urgent request for a bank cheque is processed.
Repurchase	\$15	When you no longer require a previously issued bank cheque and return it to Citibank.
Replacement	\$25	When another cheque is required after the original has been lost or stolen.
Account Closure		
Accounts with balances \$5 or less	Balance will not be returned to you	Will apply on the date of closure of an Account closed due to the occurrence of circumstances beyond Citibank's control or Citibank exercising any discretion it may have, or based on your request. The balance will be determined by including interest accrued but not yet credited.
Accounts with balances greater than \$5	Full balance will be returned to you	

Local & International Payments and Foreign Currency Services		
Fee	Amount	When is the fee charged?
Citibank Debit Card – transactions		
International Transaction Fee	2.50%	We charge you an International Transaction Fee of 2.5% on the AUD dollar conversion of any transaction made in foreign currency. This amount includes a service and assessment fee payable by Citibank to the scheme (where applicable).
Funds Transfers		
Outward Funds Transfer : To a bank within Australia (in any currency):	\$10	When you transfer funds (in any currency) from your Citibank Australia Account to another bank account in Australia. Please note, any foreign currency conversion charges are applied based on the method in which you convert the currency and are not charged as part of the Telegraphic Transfer fee.
Outward Funds Transfer : To a bank Overseas (in any currency)	\$25	When you transfer funds (in any currency) from your Citibank Australia Account to a bank account overseas. Please note, any foreign currency conversion charges are applied based on the method in which you convert the currency and are not charged as part of the Telegraphic Transfer fee.
All Inward Funds Transfers	Nil	When you or a third party transfers funds (in any currency) from an account in Australia or overseas to your Citibank Account.
Request status, trace request or funds transfer	\$20	When you request Citibank to check on the status of an inward transfer to your Account.
Citibank Global Transfers		
Citibank Global Transfers	Nil	Citibank Australia does not charge any fees when you transfer funds to or from your Citibank Australia Account using Citibank Global Transfers. Please visit citibank.com.au for the list of participating countries. When sending a Citibank Global Transfer to Australia, the overseas Citibank branch may charge a transfer fee. Please check with the overseas Citibank you are transferring funds from before transferring funds using Citibank Global Transfers. Daily transfer limit applies. Funds are converted to the destination account currency at the exchange rate specified to you on Citibank Online before you confirm your transaction. This exchange rate includes a commission for the conversion service.
Drafts Issued and Foreign Currency Cheques Deposited		
Draft	\$15	When you request a cheque to be issued in a foreign currency.
Stop/Cancellation Draft	\$30	When another draft is required after the original has been lost or stolen or when you no longer require a previously issued draft and return it to Citibank
Personal Cheques, Drafts and Company Cheques to Citibank Accounts	\$30	When you deposit a foreign currency cheque, company cheque or draft into your Account. Please note: this will be converted into AUD.
Dishonour Fee (Inward)	\$30	When a foreign currency cheque, company cheque or draft that has been deposited into a customer's Account, has bounced or been dishonoured.

Interest charges for Overdrafts		
Overdraft Interest	Amount	When is the interest charged?
Debit interest charged using the prevailing debit balance interest rate.	Call CitiPhone Banking on 13 24 84 or visit us on citibank.com.au to find out the current debit interest rate charged.	When you make a payment that exceeds your available funds or your overdraft limit and we allow the transaction.

Government Charges

All Government taxes and duties incurred by you, or Citibank, for any activity on your Account will be debited to the Account, unless we specifically agree otherwise. The Government may introduce rates of tax and duty at any time.

Important

Some information in this document is general advice that was prepared without taking into account your objectives, financial situation, or needs. Before acting on this advice you should consider if it is appropriate for your particular circumstances.

For further information on our fees, dispute resolution system or any of the products and services mentioned in this brochure, please contact CitiPhone Banking on:

13 24 84 or if calling from outside Australia

+61 2 8225 0615, 24 hours a day, seven days a week,

or visit: **citibank.com.au**