

Banking with ME



**MembersEquity
Bank**

The Super Funds Bank

Nobody likes paying bank fees. So when Members Equity Bank (ME) was established to provide low cost banking products and services to working Australians, a policy was put in place to help customers avoid fees. ME's philosophy promotes fairness and respect for customers and therefore doesn't charge customers unnecessarily.

The most common types of bank fees are "exception fees", or event triggered fees, such as credit card late payment fees, over the limit fees, overdrawn account fees and dishonour fees.

ME prides itself on providing straightforward and transparent information about its products and services.

Product fees and charges are clearly posted on the ME website and ME staff are happy to answer customer questions about fees.

Occasionally, customers may find themselves in a scenario where an exception fee may be charged to their account. This fee is charged for the labour that is involved in accessing the account and the supporting administration duties.

Below are some common situations and the action ME would take to assist customers to keep their money in their pockets.

Event	Fee amount	Fee name	Tips on how to avoid the fee	ME staff can help you by
<p>Account becomes overdrawn.</p> <p>Effects:</p> <ul style="list-style-type: none"> • InterestME Savings Account • Ultimate Offset Account 	\$15.00	Overdrawn fee	<ul style="list-style-type: none"> • Regularly check your account balance using free phone or Internet banking. • Keep a record of when your regular payments are due to come out of your account. Add a buffer so you avoid dishonouring. 	<ul style="list-style-type: none"> • Transfer funds at your request before any scheduled payments are due.
<p>Insufficient funds to meet a scheduled payment, direct debit request or pay a cheque presented on the account.</p> <p>Effects:</p> <ul style="list-style-type: none"> • InterestME Savings Account • Ultimate Offset Account 	\$25.00 per cheque or direct debit dishonoured.	Dishonour fee	<ul style="list-style-type: none"> • Regularly check your account balance using free phone or Internet banking. • Keep a record of when your regular payments are due to come out of your account. Add a buffer so you avoid dishonouring. 	<ul style="list-style-type: none"> • Transfer funds at your request before the scheduled payment is due.



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Event	Fee amount	Fee name	Tips on how to avoid the fee	ME staff can help you by
The bank honours a transaction which results in the account overdrawing.	\$0	Overdrawing approval fee.	N/A	N/A
If you fail to make the minimum payment on your credit card by the due date.	\$0. (see below)	Credit Card late payment fee	<ul style="list-style-type: none"> • Pay the minimum repayment (as set out on your statement) between the statement date and the due date for payment. • Organise an automatic payment to your credit card account for either the minimum, the full amount or a fixed amount to be paid each month, to avoid the likelihood of additional fees. 	N/A
If you fail to make the minimum payment on your credit card by the due date on the second consecutive occasion. Effects: <ul style="list-style-type: none"> • Members Equity MasterCard 	\$25.00	Credit Card late payment fee	<ul style="list-style-type: none"> • Pay the minimum repayment (as set out on your statement) between the statement date and the due date for payment. • Organise an automatic payment to your credit card account for either the minimum, the full amount or a fixed amount to be paid each month, to avoid the likelihood of additional fees. 	N/A
Customer accidentally exceeds their credit limit in any statement period.	\$0	Over the limit fee	<ul style="list-style-type: none"> • Track your credit card spending versus your credit limit via free Internet banking. 	<ul style="list-style-type: none"> • Register you for DIY banking to help monitor your spending.

Should you require any further information about Members Equity Bank's fees please call us on **1300 654 998**.