

# BOQ Specialist Fees and Charges

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Banking Products

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Effective November 2023

Products and services are provided by BOQ Specialist - a division of Bank of Queensland Limited ABN 32 009 656 740 AFSL and Australian credit licence No. 244616 ("BOQ Specialist").

This document sets out the fees and charges that apply to the following Banking products:

## 1. Banking Package

### 2. Products in the Banking Package

- Home Loan
- One Account / Offset Account
- Overdraft Facility
- Credit Card
- Debit Card

### 3. Products available outside the Banking Package

- Home Loan
- Self Managed Super Fund (SMSF) Loan
- One Account / Offset Account
- Overdraft Facility
- Credit Card
- Debit Card
- Private Access Account
- Term Deposit
- 32 Day Notice Account

# 1. Banking Package Fees and Charges

The below fees and charges may apply to your Banking Package. The fees are current as at the date of this document and may change in accordance with the terms of your Banking Package or product Terms and Conditions.

**IMPORTANT:** The Banking Package fees listed in this Section 1 apply to products held within the Banking Package, and may differ for products that fall outside the Banking Package. Please refer to section 2 for fees and charges relating to products held outside a Banking Package and refer to <http://www.boqspecialist.com.au/banking-package> to find out eligibility for a Banking Package.

## 1.1 Home Loan Fee Schedule (within Banking Package)

Fees payable at time of Settlement or Funding

Fee	Description of Fee	Home Loans Included in Package
Annual Banking Package fee	Charged initially from settlement proceeds then on anniversary date of establishment of your Transaction Account each year	\$495
Valuation fee <sup>2</sup>	Charged for external property valuation costs relating to the loan	We will cover up to \$1,100 incl. GST in total for the life of the package
Legal fees (including settlement and agent fees) for Companies and Trusts	Charged at each settlement of loan/s where borrower or guarantors are companies or trusts	We will cover up to \$550 (incl. GST) of external costs per settlement. Any additional External Costs <sup>1</sup> over this amount are for your account. Any rework or structural changes resulting in additional fees may be charge at cost.
Deed of priority	Cost associated with any requirement for a deed of priority with another financier	External Costs <sup>1</sup>
Settlement processing of security (per security)	Charged at settlement for each property that we take security over	\$195

Fee	Description of Fee	Home Loans Included in Package
Bank Cheque fees	Charged for each cheque drawn at settlement of the Home Loan	External Costs <sup>1</sup>
Government, Search fees and duties	Charged in relation to any registration or search fees to facilitate settlement of the Home Loan	External Costs <sup>1</sup>
<b>Additional Fees that may apply</b>		
Complex variation fee	Payable for any material variations made to your existing loan account at your request, for example adding or removing a borrower or further advance	\$395
Standard variation fee	Payable for any simple product switches, including interest rate and repayment method switches	Nil
Application reassessment fee	Payable for any required reassessment of your loan because of delay caused by you	\$250
Special attendances, including substituting securities on existing loan*	Payable each time a security to your loan is substituted or subdivision	\$350
Discharge Fee (per property)*	Payable each time a security is discharged (per property)	\$350

Fee	Description of Fee	Home Loans Included in Package
Settlement cancellation fee*	Payable if a settlement is cancelled for any reason	\$150
Consent to subdivision*	Payable if we are requested to attend to providing consent to a plan of subdivision relating to a security property	\$350
Redraw fee (per redraw)	Payable when you request a redraw from your loan account	\$50
Fixed rate break costs	Payable if you repay your fixed rate contract (in part or in full) prior to the end of the fixed rate period, to cover the Economic Break Costs	Economic Cost (see your Home Loan Agreement for more detail)
Admin fee for break	Payable if you repay your fixed rate contract (in part or in full) prior to the end of the fixed rate period, to cover BOQ Specialist processing costs	\$50
Payment dishonour fee	Payable if a repayment debited to your account is dishonoured	\$45
Duplicate and interim statement fee	Payable if we have been requested by you to provide a duplicate or interim statement	\$5
Arrears management and administration fee	Payable at the end of each month in which you are in default	\$140 per hour per staff required to attend
Information fee	Payable each time you request us to provide you with information about your facility, including preparing figures and retrieving documentation (for example, subpoenas and family law matters).	\$80 per hour per staff required to attend

\* Additional External Costs<sup>1</sup> may also apply in these instances

<sup>1</sup> External Costs represent the cost incurred by Us with a third party and passed on to you.

<sup>2</sup> If your application for a Home Loan does not proceed for any reason after the valuation/s are ordered we reserve the right to claim valuation costs from you.

## 1.2 One Account / Offset Account Fee Schedule (within Banking Package)

Fee	Description of Fee	Amount
Overdraft Facility Application Fee	Upfront fee where Overdraft Facility applied for as part of package	Nil
Annual Overdraft Service Fee	Annual Overdraft Facility service fee payable in advance annually	\$95
Account Keeping Fee	Not applicable for this product	Nil
Direct Debit Fee	Not applicable for this product	Nil
Transaction Fee (overnight transfers)	Not applicable for this product	Nil
Transaction Fee (same day RTGS transfers)	Charged for same day payment requests	\$30
Transaction Fee (international transfer)	Charged for international payment requests	\$30
Dishonour Fee	Charged for each inward dishonour	\$45
Overdrawn account fee	Charged if clients overdraws their account	\$15
Trace Fee	Charged on customer initiated trace requests	\$20
Bank Cheque Fee	Charged for each bank cheque request	\$10
Duplicate and Interim Statement Fee	Charged on each request of a duplicate statement in addition to the monthly statement we give you in accordance with the Terms and Conditions	\$5
Online Banking security credential	Not applicable for this product	Nil
Replacement of Online Banking security credential	Charged for replacement of lost or damaged Online Banking security credential	\$50
Bank Audit Certificate	Charged for each bank Audit Certificate request	\$30

### 1.3 Credit Card Fee Schedule (within Banking Package)

Fee	Description of Fee	Platinum Card	Signature Card
Annual Fee as part of Banking Package	Payable if your Credit Card is part of a Banking Package	Nil	\$250
Priority Pass Guest Visit fee	The primary cardholder is entitled to four complimentary visits to Priority Pass lounges and may bring one guest per visit free of charge. Any additional guests will be charged directly to you by Priority Pass at their ordinary price, currently US\$29 per person per visit	N/A	US\$29
Late payment fee	Normally Charged for late payment of your credit card	Nil	
Payment dishonour fee	Charged if any payment is dishonoured	\$45	
Card Replacement fee (including overseas replacement)	Normally charged each time you request a replacement card	Nil	
Voucher Retrieval fee	Payable for each voucher retrieval you request BOQ Specialist to obtain from a relevant merchant	\$10	
Over Limit fee	Not applicable for this product	Nil	
Foreign Currency Conversion fee	Payable when you make a transaction on your card account in a currency other than Australian Dollars, or you make a transaction on your card account in any currency (including AUD) that is processed by the card scheme or billed by the merchant outside Australia. 1.0% of the total amount of each such transaction is payable to Visa as a currency conversion fee and the remaining 2.2% of the total amount of each such transaction is an administration fee payable to BOQ Specialist.	3.2% of total value of each transaction	

Fee	Description of Fee	Platinum Card	Signature Card
Duplicate and Interim Statement fee	Charged for each duplicate or interim statement requested		\$5
Over-the-Counter fee	Normally payable for payments made over the counter		Nil
ATM transactions	Charged by the ATM owner for use of the ATM to transact on your credit card		You will be charged a fee by the ATM owner for use of their ATM. The amount of the fee may vary for each ATM owner or type of transaction and will be charged to your card account at the same time.



## 1.4 Debit Card Fee Schedule (within Banking Package)

Fee	Description of Fee	Amount
ATM transactions per activity	You will be charged a fee by the ATM owner for use of their ATM. The amount of the fee may vary for each ATM owner or type of transaction and will be charged to your card account at the same time	Free ATM transactions at over 2,100 atm's by Armaguard ATMs and all BOQ, CBA, Westpac, St George, NAB and ANZ ATMs. ATM owner fees apply for all other ATMs.
Foreign ATM Fee	Charged for each transaction at an ATM outside Australia	\$5
Express card delivery	Priority handling cost for replacement card	\$40
Express PIN delivery	Priority handling cost for replacement PIN	\$30
GCAS emergency card replacement Fee	Payable and deducted from your card account on issuance of a replacement card outside Australia	USD\$175
Voucher retrieval Fee	Payable for each voucher retrieval you request BOQ Specialist to obtain from a relevant merchant	\$10
Foreign Currency conversion Fee	Payable when you make a transaction on your card account in a currency other than Australian Dollars, or you make a transaction on your card account in any currency (including AUD) that is processed by the card scheme or billed by the merchant outside Australia. 1.0% of the total amount of each such transaction is payable to Visa as a currency conversion fee and the remaining 1.95% of the total amount of each such transaction is an administration fee payable to BOQ Specialist	2.95% of the total value amount of each such transaction

## 2. Products Outside Banking Package – Fees and Charges

The below fees and charges may apply in relation to products held that fall outside a Banking Package. The Fees are current as at the date of this document and may change in accordance with the terms of each products. To the extent that there are inconsistencies between the Fee Schedule and each product Terms and Conditions, then the product Terms and Conditions prevail.

**IMPORTANT:** The Banking Package benefits and fees listed in section 1 only apply to products held within the Banking Package, and may differ for products that fall outside the Banking Package. This section outlines the fees and charges applicable to products held outside a Banking Package. Please refer to [www.boqspecialist.com.au/banking-package](http://www.boqspecialist.com.au/banking-package) to find out eligibility for a Banking Package.

For Fees applicable to Self Managed Superannuation Fund (SMSF) Loans, please see section 2.2 below.

### 2.1 Home Loan Fee Schedule (outside Banking Package)

Fees and charges for Home Loans (outside Banking Package)		
Fee	Description of Fee	
Valuation Fee	Charged for external property valuation costs relating to the loan	External Costs <sup>1</sup>
Legal Fees (including settlement and agent fees) for Individuals, Companies and Trusts	Charged at each settlement of a Home Loan	External Costs <sup>1</sup>
Deed of Priority	Cost associated with any requirement for a deed of priority with another financier	External Costs <sup>1</sup>
Settlement Processing of security (per security)	Charged at settlement for each property that we take security over	\$195
Bank Cheque Fees	Charged for each cheque drawn at settlement of the Home Loan	External Costs <sup>1</sup>

		<b>Fees and charges for Home Loans (outside Banking Package)</b>
<b>Fee</b>	<b>Description of Fee</b>	
Government, Search Fees and Duties	Charged in relation to any registration or search fees to facilitate settlement of the Home Loan	External Costs <sup>1</sup>
<b>Additional Fees that may apply</b>		
Complex Variation Fee	Payable for any material variations made to your existing loan account at your request, for example adding or removing a borrower or further advance	\$395
Standard Variation Fee	Payable for any simple product variations, for example interest rate and repayment method variations	\$150
Application reassessment Fee	Payable for any required reassessment of your loan because of delay caused by you	\$250
Special Attendance Fee, including Substituting Securities on existing loan*	Payable each time a security to your loan is substituted	\$350
Discharge Fee (per property)*	Payable each time a security is discharged (per property)	\$350
Settlement Cancellation Fee*	Payable if a settlement is cancelled for any reason	\$150
Consent to Subdivision*	Payable if we are requested to attend to providing consent to a plan of subdivision relating to a security property	\$350
Redraw Fee (per redraw)	Payable when you request a redraw to be made to your loan account	\$50
Fixed Rate Break Costs	Payable if you repay your fixed rate contract (in part or in full) prior to the end of the fixed rate period, to cover the Economic Break Costs	Economic Cost

		<b>Fees and charges for Home Loans (outside Banking Package)</b>
<b>Fee</b>	<b>Description of Fee</b>	
Admin Fee for Break	Payable if you repay your fixed rate contract (in part or in full) prior to the end of the fixed rate period, to cover BOQ Specialist processing costs	\$50
Payment Dishonour Fee	Payable if a repayment debited to your account is dishonoured	\$45
Duplicate and Interim Statement Fee	Payable if we have been requested by you to provide a duplicate or interim statement	\$5
Arrears management and administration Fee	Payable at the end of each month in which you are in default	\$140 per hour per staff required to attend
Information Fee	Payable each time you request us to provide you with information about your facility, including preparing figures and retrieving documentation (for example, subpoenas and family law matters).	\$80 per hour per staff required to attend

\* Additional External Costs<sup>1</sup> may also apply in these instances

<sup>1</sup> External Costs represent the cost incurred by Us with a third party and passed on to you.

## 2.2 Transaction and Savings Account Fee Schedule (outside Banking Package)

	Private Access Account	One Account	Offset Account	Term Deposit	32 Day Notice Account
Application Fee where Overdraft Facility applied for**	Nil	AUD \$445	AUD \$445	Nil	Nil
Account keeping Fee	Nil	Nil	Nil	Nil	Nil
Direct Debit Fee	Nil	Nil	Nil	Nil	Nil
Transaction Fee (overnight)	Nil	Nil	Nil	Nil	Nil
Transaction Fee (international)	AUD \$30	AUD \$30	AUD \$30	AUD \$30	AUD \$30
Transaction Fee Real Time Gross Settlement (RTGS) - which is a same day payment request	AUD \$30	AUD \$30	AUD \$30	N/A	N/A
Dishonour Fee	AUD \$45	AUD \$45	AUD \$45	AUD \$45	AUD \$45
Bank Cheque Fee	AUD \$10	AUD \$10	AUD \$10	N/A	N/A
Overdrawn Account Fee	AUD \$15	AUD \$15	AUD \$15	N/A	N/A
Trace Fee	AUD \$20	AUD \$20	AUD \$20	N/A	AUD \$20
Duplicate and Interim Statement Fee	AUD \$5	AUD \$5	AUD \$5	N/A	AUD \$5
Online Banking Security credential	Nil	Nil	Nil	Nil	Nil
Replacement of Online Banking security credential	AUD \$50	AUD \$50	AUD \$50	AUD \$50	AUD \$50
Bank Audit Certificate	AUD \$30	AUD \$30	AUD \$30	AUD \$30	AUD \$30

\* In addition, if you have a Term Deposit and you withdraw your funds prior to maturity date, we have the right to reduce the amount of interest payable to you (see section 2.4 'Term Deposit - early withdrawal interest adjustment' below). BOQ Specialist may vary fees from time to time and we will notify you of any such changes in accordance with your product Terms and Conditions.

\*\* If your One Account or Offset Account is approved and established, the Application Fee will be debited from your Account.

## 2.3 Term Deposit - early withdrawal interest adjustment

A Term Deposit may be withdrawn on maturity. From 1 January 2015, 31 days notice must be given by you for a full or partial withdrawal of the Term Deposit prior to maturity unless hardship applies (refer to your Transaction and Savings Account Terms and Conditions for the definition of hardship) as assessed and agreed to by Us.

If you proceed with the full or partial withdrawal prior to maturity for any reason, we will have the right to reduce the amount of interest payable to by an amount limited to the total amount of interest earned to date, calculated as follows:

<b>% of Term Elapsed</b>	<b>Interest Rate Reduction</b>
0 to less than 20%	90%
20% to less than 40%	80%
40% to less than 60%	60%
60% to less than 80%	40%
80% to less than 100%	20%

### For example:

31 days notice is provided and at the end of the notice period a term deposit of \$100,000 for one year at 5% per annum is closed after nine months:

1. Calculate the interest that has accrued on the Term Deposit

Divide the interest rate by 365 to obtain the daily interest rate:

$0.05 (5.00\%) / 365 = 0.000136986 (0.0136986\%)$  Multiply this by the principal amount to calculate the interest earned each day:

$\$100,000 \times 0.000136986 (0.0136986\%) = \$13.70$ . Multiply this by the number of days that the deposit has been open:

$\$13.70 \times 274 \text{ days} = \$3,753.42$

2. Calculate the interest reduction. Determine the percentage of the original term that has elapsed:

$9/12 = 0.75 (75\%)$ . As 75% of the original term has elapsed, an interest reduction of 40% of the interest earned is applied. Multiply the interest earned by 0.40 (40%) to calculate the reduction:

$\$3,751.06 \times 0.40 (40\%) = \$1,501.37$

3. Subtract the interest reduction from the interest earned to calculate the interest that you receive:

$\$3,753.42 - \$1,501.37 = \$2,252.05$ . You receive \$2,252.05 in interest.

If interest has already been paid to you, you authorise Us to debit Your Term Deposit Account to the extent necessary to adjust the amount of interest payable to you, as set out above.

## 2.4 Credit Card Fee Schedule (outside Banking Package)

Fee	Description of Fee	Platinum Card	Signature Card
Annual Fee	Payable annually if your Credit Card is outside a Banking Package	\$150	\$400
Priority Pass Guest Visit Fee	The primary cardholder is entitled to four complimentary visits to Priority Pass lounges and may bring one guest per visit free of charge. Any additional guests will be charged directly to you by Priority Pass at their ordinary price, currently US\$29 per person per visit	N/A	US\$29
Late payment Fee	Charged for late payment of your credit card	Nil	
Payment dishonour Fee	Charged if any payment is dishonoured	\$45	
Card Replacement Fee (including overseas replacement)	Charged each time you request a replacement card	Nil	
Voucher Retrieval Fee	Payable for each voucher retrieval you request BOQ Specialist to obtain from a relevant merchant	\$10	
Over Limit Fee		Nil	
Foreign Currency Conversion Fee	Payable when you make a transaction on your card account in a currency other than Australian Dollars, or you make a transaction on your card account in any currency (including AUD) that is processed by the card scheme or billed by the merchant outside Australia. 1.0% of the total amount of each such transaction is payable to Visa as a currency conversion fee and the remaining 2.2% of the total amount of each such transaction is an administration fee payable to BOQ Specialist.	3.2% of total value of each transaction	

Fee	Description of Fee	Platinum Card	Signature Card
Duplicate and Interim Statement Fee	Charged for each duplicate or interim statement requested		\$10
Over-the-Counter Fee	Payable for payments made over the counter		Nil
ATM transactions	Charged by the ATM owner for use of the ATM to transact on your credit card		You will be charged a fee by the ATM owner for use of their ATM. The amount of the fee may vary for each ATM owner or type of transaction and will be charged to your card account at the same time.



## 2.5 Debit Card Fee Schedule (Outside Banking Package)

Fee	Description of Fee	Amount
ATM transactions per activity	You will be charged a fee by the ATM owner for use of their ATM. The amount of the fee may vary for each ATM owner or type of transaction and will be charged to your card account at the same time	Free ATM transactions at over 2,100 atm's by Armaguard ATMs and all BOQ, CBA, Westpac, St George, NAB and ANZ ATMs. ATM owner fees apply for all other ATMs.
Foreign ATM Fee	Charged for each transaction at an ATM outside Australia	\$5
Express card delivery	Priority handling cost for replacement card	\$40
Express PIN delivery	Priority handling cost for replacement PIN	\$30
GCAS emergency card replacement Fee	Payable and deducted from your card account on issuance of a replacement card outside Australia	USD\$175
Voucher retrieval Fee	Payable for each voucher retrieval you request BOQ Specialist to obtain from a relevant merchant	\$10
Foreign Currency conversion Fee	Payable when you make a transaction on your card account in a currency other than Australian Dollars, or you make a transaction on your card account in any currency (including AUD) that is processed by the card scheme or billed by the merchant outside Australia. 1.0% of the total amount of each such transaction is payable to Visa as a currency conversion fee and the remaining 1.95% of the total amount of each such transaction is an administration fee payable to BOQ Specialist.	2.95% of the total value amount

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