

INTERNAL USE ONLY

Fees and Charges -March 1 Changes - FAQs

Corporate Cheque Fee	
When should we charge the \$5.00 corporate cheque fee?	<p>When a customer makes a specific request or order.</p> <p>Care: staff need to ensure that there are sufficient funds to cover the amount of the Corporate cheque issued plus the \$5.00 issuing fee. Accounts must not be overdrawn by the fee amount.</p>
In which circumstances shouldn't we charge a corporate cheque fee?	<p>Where a corporate cheque is required for the closure of an account or membership, loan funding or to exchange for cash / Bank Cheque at a Westpac Branch we won't charge a fee.</p> <p>Please note Westpac may charge their own service fees in some instances.</p>
How will the fee be collected?	<p>Cheques issued in Teller:</p> <p>The \$5.00 fee will be automatically deducted in overnight processing (Trancode 273)</p> <p>Cheques issued in AP:</p> <p>The fee is automatically charged at the same time as the transaction is posted (Trancode 273) unless the approval has been provided to waive the fee.</p>
How do we waive this fee if required?	<p>Note: Approval for fee waivers must be obtained by an approved authoriser. Refer to the Retail Financial Adjustment Policy for further information.</p> <p>When posting the transaction in AP, tick the Waive All box in the 'Charges' tab. The fee will not be posted.</p> <p>When the cheque has been issued in Teller, the fee cannot be waived on the same day off issue. Next day: When the fee has been posted, highlight the charge and select reverse. Ensure a follow up is set up to reverse the fee (where applicable) and notes recorded in Prosper.</p>
What if the member complains about the fee?	<p>Explain the reason why we are charging a fee. If there is a valid reason refer this onto your supervisor.</p>
Member Cheque Book Fee	
When do we charge the \$10.00 member cheque book fee?	<p>When a request for a new cheque book is received.</p> <p>New cheque books are 25 pages. Some existing Members may have old chequebooks which were issued in the past (some up to 100 pages). Important: Any new orders will be for a 25 page book only.</p>

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	<p>Staff must ensure that the member:</p> <ul style="list-style-type: none"> • Is advised of this fee, when ordering a new cheque book; and • The account has sufficient funds to cover the \$10.00 fee at the time the order is processed.
<i>How will the fee be collected?</i>	The fee will automatically be posted by the system (after 2 business days).
<i>How do we waive this fee if required?</i>	<p>Note: Approval for fee waivers must be obtained by an approved authoriser. Refer to the Retail Financial Adjustment Policy for further information.</p> <p>Once the fee is posted to the members account, highlight the fee and select reverse. Ensure a follow up is set up to reverse the fee (where applicable) and notes recorded in Prosper.</p>
Card Replacement Fee	
<i>When should we charge the \$10.00 card replacement fee?</i>	From the 1 st of March, the first <u>2</u> cards are free, and the replacement fee should be charged on the third card. There is no counter or automatic setting to tally this count. Employees should use discretion when charging this fee based on previous card requests and or examples of misuse.
<i>In what instances shouldn't we charge a replacement fee?</i>	If the card has been stolen and or if there is a name change i.e. married.
<i>How do I collect the fee?</i>	<p>Charge to be posted in AP:</p> <ul style="list-style-type: none"> • Select the account to be debited • Select 'Post a Transaction or Charge Online' (torn paper) • In the 'Charges' tab enter Charge Code of 662 (Replacement Card Fee) • Post the transaction
<i>How do we waive this fee if required?</i>	<p>Note: Approval for fee waivers must be obtained by an approved authoriser. Refer to the Retail Financial Adjustment Policy for further information.</p>