Woolworths Team Bank



Fees, Charges & Transaction Limits

Effective 1 August 2026

This document must be read together with the Woolworths Team Bank Account and Access Facility Conditions of Use, and the Summary of Accounts & Availability of Access Facilities brochures.

Transaction Limits

VISA

A maximum daily cash withdrawal limit (including EFTPOS) of $1,000 applies for each card. Offline transactions are limited to $200.

VISA PayWave transactions are limited to a maximum of $100 per transaction and $500 per day.

Purchases at retail outlets using the 'Credit' button are limited to the total available funds in your Account.

Internet banking

Daily limits apply to payments or transfers using Internet banking. When paying bills using BPAY individual billers may set their own limits. We reserve the right to set a limit for BPAY transfers at any time. You must apply in writing to establish or change your transaction limit. We may at our discretion vary this limit in accordance with your written instructions. We will inform you if the limit is changed.

Over the counter

24 hours notice is required for over the counter branch withdrawals of more than $2,000.

Fees and Charges

When reviewing our schedule of Fees, Charges and Transaction Limits, you'll find that some are charged by external organisations and simply passed on to you at cost. At Woolworths Team Bank, we're dedicated to making banking fair and easy for our Woolworths Group team members and their families. Our fee structure is designed to help you minimise costs and to reward you for choosing us for your loans, savings, and everyday banking needs.

Account and Transaction fees	Amount
Direct Debit dishonour fee	$20
Overdrawn account fee (when honouring a Direct Debit)	$10
Paper statement fee	$3.50 per statement
Additional statements	$5 per statement
Dormant account keeping fee	$20 each 6 months
Christmas Club account	$10 for each withdrawal before maturity

VISA Card fees	Amount
Card fee*	$2 per month
Cash advance fee payable on each cash advance	$1.50 per transaction
Charge back fee payable when you request a charge back	$25.30
VISA disputed transactions	at cost
Domestic replacement VISA card	$10
International replacement VISA card	at cost
VISA overseas currency conversion fee	2.5% of the transaction

*Card fee is waived for members with loans or regular deposits into their account.

Service fees	Amount
Bank@Post	at cost (charged by Australia Post)
Electronic Funds Transfer (External)	$5
Real-Time Gross Settlement (RTGS) Payments	at cost
Multi-currency Cash Passport	1% of $AUD value
Telegraphic transfer	$25
Voucher request fee payable on production of a voucher at your request	$20
Non-member coin count	$10

Personal Loan fees	Amount
Personal Loan establishment fee*	$299
Personal Property Securities Register (when vehicle is used as loan security)	$20

*Personal Loan establishment fee is waived for members with regular deposits into their account.

Home Loan fees	Amount
Home Loan establishment fee*	$299
Mortgage costs (valuation, legal fees, stamp duty, government fees and charges)	at cost
Home Loan variation fee	$200
Home Loan manual redraw fee	$20
Discharge of security fee	$550
Early payout fee (EPF)	not ascertainable
Calculation of EPF	not ascertainable

*Home Loan establishment fee is waived for members with regular deposits into their account.

Early payout fee (EPF) Not ascertainable

When you enter into a fixed rate loan contract, you are effectively locking in the loan interest rate offered to you for an agreed period of time (e.g. 5 years). If you decide to switch or payout your fixed rate loan before the end of your agreed period, you are effectively breaking that rate loan agreement, an EPF that could apply.

An EPF is not a penalty, it is not a fee revenue and WTB does not make a profit from it. If we lose money as a result of you breaking your fixed rate loan agreement, we charge an EPF using a reasonable cost-recovery calculation to recoup our loss.

Your fixed rate loan agreement is a contract and under the general principle of contract law, if you break a contract and the other party to that contract suffers a loss, you need to compensate that party for that loss.

We recommend that before you decide to break your fixed rate loan agreement, you should obtain an EPF "quotation" from WTB and then seek independent financial and/or legal advice. It is also important to note that the markets are unpredictable and interest rates can change. Therefore, an EPF quotation is valid only for the day it was quoted.

Calculation of EPF Not ascertainable

The Australian Financial Complaints Authority (AFCA) has assessed the methodology to fairly and reasonably estimate break costs on fixed rate loans and released a fact sheet titled 'Breaking a Fixed Rate Loan' on their website. WTB's EPF calculation (outlined below) reflects this fair and reasonable methodology supported by AFCA.

When you take out a fixed rate loan, you are effectively locking in your interest rate (i.e. your funding costs) for an agreed period of time. WTB as an intermediary borrow funds from savers and investors in the economy and on lend these funds to you (borrower). As you have fixed your funding costs for an agreed period of time, we will also seek to fix our funding costs for a similar period of time to protect WTB against future interest rate movements.

If you decide to break your fixed rate loan agreement, we also need to unwind our fixed rate funding. In order for us to reasonably calculate whether or not we have made a loss, we compare the movement in the wholesale market swap rates (swap rates) between two points in time (i.e. point one is the swap rate for the agreed fixed rate period when you take out your fixed rate loan and point two is the swap rate for the remaining term of the rate period when you break your fixed rate loan).

Credit Services fees	Amount
Arrears letter Where Wooloworths Team Bank sends a member a letter in relation to arrears on their account.	$25
Default notice Where Woolworths Team Bank sends a member a default notice in relation to arrears or an over limit amount of their account.	$35
Field call fee Where a Woolwoths Team Bank staff member makes, or attempts to make, a personal visit to discuss arrears in repayments or any other reason Woolworths Team Bank considers necessary.	at cost
Debt collection fees Costs incurred in the recovery of outstanding debts vary depending on the nature of the default. These costs are applied by the solicitors or independent contractors engaged to undertake action to recover the funds and are debited to the account that is 'out of order".	at cost

HOW TO MAXIMISE YOUR BENEFITS

Pay by Visa Debit

- Use your Visa debit card to pay for goods and services. Specify that you wish to pay by Visa, press 'CR' key in your PIN or sign for the transaction.

Pay by Direct Debit

- As an alternative to making periodical payments, pay your regular payments by direct debit.

Make fewer cash withdrawals

- If you're withdrawing cash at an ATM, think ahead and draw out enough for future needs. Likewise, when purchasing goods by EFTPOS, ask for extra cash at the same time.

Ensure you have sufficient cleared funds

- Avoid paying dishonor fees or transfer fees by making sure you have cleared funds in your account before any direct debit is due.

Investigate further accounts/loans etc. which may be beneficial to you

- Check out our full range of products and services – you'll find them extremely competitive. Consider transferring your banking business to Woolworths Team Bank, thereby increasing your level of support.

BPAY® your bills

- You can BPAY® your bills by Internet Banking.

Use Internet banking

- Obtain balances, transfer funds between accounts and externally. BPAY® your bills.
- **BPAY® is registered to BPAY Pty Ltd ABN 69 079 137 518**

We welcome your enquiries

Please call our Member Relations Team on 1300 665 553 if you require any information or assistance.

Woolworths Team Bank

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