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www.anz.com

How to avoid Exception Fees

Exception Fees are generally avoidable and there are ways you can help minimise the situations where you incur them.

Exception Fees are those fees charged by ANZ when a customer does not have sufficient funds in their account for a payment or withdrawal, when they exceed their credit card limit or when a payment on an account is late.

The first step to avoiding these fees is to understand what they are and how they work. Information on these fees would have been provided to you when you opened your ANZ account and you can always find the latest information on [these and other fees and charges](#) on www.anz.com.

The Exception Fees that apply to ANZ products and ways to avoid incurring them will depend on your ANZ product.

ANZ Transaction accounts

The Exception Fees that apply to ANZ Transaction accounts include:

- *Honour fees*—an honour fee is charged when ANZ uses its discretion to allow you to make a payment or withdrawal even though there are insufficient funds in your account to cover that payment, or if your overdraft limit has been exceeded. By allowing you to make the payment or withdrawal, we may help to eliminate the inconvenience associated with having a transaction declined.
- *Dishonour and periodical payment non-payment fees*—in some cases ANZ may be unable to make a payment from the account due to a lack of cleared funds, such as when a cheque, direct debit or periodical payment is processed, in these cases ANZ will decline the payment and charge a dishonour fee.

ANZ charges a flat rate of \$35 for all honour, dishonour and periodical payment non-payment fees, with the exception of ANZ Access Basic account customers (for students and concession card holders) where the applicable rate is \$10. These exception fees are avoidable, and one of the simplest ways to do this is for you to regularly check your account balance via ATMs, ANZ Internet, Phone and Mobile Phone Banking to ensure there are sufficient funds available to cover any transactions.

Other more specific ways to help you avoid these fees include:

- Using an ANZ Assured \$500 safety net—ANZ Assured provides you with a \$500 overdraft limit on your Access Advantage, Access Select or ANZ One account for \$5 per month plus interest on the amount of credit. Call 1800-683-418 to apply. Applications for ANZ Assured are subject to ANZ's normal credit approval criteria¹
- Allow time for cheque and ATM deposits to clear before you attempt to draw on these funds. We suggest you allow 3 to 5 business days
- Check when your periodical payments are due and reschedule them if necessary

¹ ANZ's normal credit criteria apply to each application.

- In the case of honour fees you can also ask us to switch off the ability to overdraw your account via ANZ Internet, Phone and Mobile Phone Banking, EFTPOS and ATMs. A withdrawal via these methods will automatically be declined if the available funds in your account will be exceeded and you will not incur an Exception Fee

ANZ Everyday Visa Debit

The Exception Fees that apply to ANZ Everyday Visa Debit are:

- *Overdrawn Fees* - which are payable if your account is overdrawn at any time during the statement period.

The Overdrawn fee is charged at a flat rate of \$35, with the exception of ANZ Access Basic account customers where the Overdrawn fee is \$10. This exception fee is avoidable, and one of the simplest ways to do this is for you to regularly check your account balance via ATMs, ANZ Internet, Phone and Mobile Phone Banking to ensure there are sufficient funds available to cover any transactions.

Other more specific ways to help you avoid Overdrawn fees include:

- Allow time for cheque and ATM deposits to clear before attempting to make a payment or drawing on these funds. We recommend you allow 3-5 business days
- Ask us to switch off the ability to overdraw your account where possible. Withdrawals made via ANZ Internet, Phone and Mobile Phone Banking, ATMs, Visa and EFTPOS will be declined, where possible, if your account is overdrawn or if the transaction would cause your account to overdraw
- Check when your recurring transactions and direct debits are due and reschedule them if necessary

ANZ Credit Cards

The Exception Fees that apply to ANZ Credit Cards include:

- *Overlimit fees* - which are payable when the balance of your account exceeds your credit limit during the statement period²
- *Late payment fees* - payable when your minimum monthly payment is not paid by the due date

ANZ charges a flat rate of \$35 for credit card Exception Fees with the exception of credit card customers who also hold an ANZ Access Basic account where Exception Fees are \$10.

Overlimit fees can be avoided by regularly checking your account balance via ATMs, ANZ Internet, Phone and Mobile Phone Banking to ensure there is sufficient credit available to cover any transaction. Alternatively, you can examine your individual circumstances to determine whether a higher credit limit would be more appropriate for your circumstances, subject to meeting ANZ's normal credit approval criteria.

To avoid Late Payment fees you should ensure that you pay at least your minimum monthly payment by the due date. To assist with this you might want to consider noting when the payment is due in your diary, or set a reminder for yourself. Alternatively, you can consider ANZ's CardPay Direct which allows you to arrange to have your credit card payment made automatically from a nominated Australian bank account.

² Excluding ANZ Visa PAYCARD and ANZ Rewards Visa PAYCARD accounts