

# Complete Account

## Product Schedule

NB: This **Product Schedule** is specific to the above account and/or any facility made available with the account. Together with the Schedule you will be given our **Bankwest Investment and Transaction Accounts Terms and Conditions**, our **Bankwest Banking Services Rights and Obligations** brochure, our **Bankwest Your Guide to Banking Fees** brochure and our **Bankwest Account Access Conditions of Use**. Together these documents comprise the Bank's **Product Disclosure Statement (PDS)** for the account and/or facility.

**This product is no longer available for sale.**

### 1 About the Complete Account

The Complete Account is an account that may earn credit interest with ATM access and provides a cheque book facility for personal customers.

### 2 Features

#### 2.1 This account offers the following optional facilities:

- Bankwest Debit Cards;
- Bankwest Online Banking;
- Cheque Access;
- Debit Mastercard - only available to Australian Citizens, Permanent or Temporary Residents over 16 with an Australian residential address (limited exceptions may apply subject to conditions);
- Direct Debit Facility;
- Mortgage Saver Facility [from 30 June 2014, this account will no longer be eligible to be linked to a loan account];
- Online Business Banking;
- Overdraft Facility;
- Payment Device\*;
- Periodical Payments; and
- Phone Banking.

\*Effective 28 September 2021 the Bankwest Halo payment device is withdrawn from sale. Customers who already hold a Bankwest Halo payment device can continue using it until the expiry date of the device, however, from 1 December 2021 the Bank will no longer reissue or replace any existing Bankwest Halo payment device.

#### 2.2 Online Business Banking

If you want to access this account in Online Business Banking, you need to apply for Online Business Banking. You will be provided with a separate Product Disclosure Statement and your use of Online Business Banking will be a matter of separate agreement with us. For further information, please contact us.

#### 2.3 There is no minimum deposit required to open the account.

- 
- 2.4 Credit interest is not paid on funds held in this account with a Mortgage Saver facility. (See the Bankwest Investment and Transaction Accounts Terms and Conditions for further details).

### 3 Fees and Charges

#### 3.1 Cheque Withdrawal Fee

This account allows a maximum of 2 free cheque withdrawals per calendar month.

Each cheque withdrawal over the fee free limit will incur a \$1.50 fee.

A cheque withdrawal is any withdrawal made using a personal cheque to withdraw funds from this account.

Cheque Withdrawal Fees are charged to the account on the first business day of the following month.

#### 3.2 Counter Withdrawal Fee

This account does not allow any free counter withdrawals.

Each counter withdrawal will incur a \$4.00 fee.

A counter withdrawal is any withdrawal or debit transfer made at a Bankwest-branded Branch or using Bank@Post.

Counter Withdrawal Fees are charged to the account on the first business day of the following month.

Other fees which the Bank charges for its services, including services not specific to this account but for which you may be charged are listed in our Bankwest Your Guide to Banking Fees brochure.

#### 3.3 Line of Credit Fee

A Line of Credit Fee applies to the account if at any time during the Fee Raising Period:

- (1) there is no Overdraft Facility on the account, but Bankwest elects to honour (pay) the transaction which overdraws the account, and the account is overdrawn during a Fee Raising Period:
  - (a) by \$1,000.00 or more; or
  - (b) by any amount for 10 days or more, whether or not consecutive; or
- (2) there is an Overdraft Facility other than a Fully Fluctuating Limit on the account and Bankwest elects to honour (pay) the transaction which overdraws the account in excess of the applicable credit limits during the Fee Raising Period;
  - (a) by \$1,000.00 or more; or
  - (b) by any amount for 10 days or more, whether or not consecutive; or
- (3) there is a Fully Fluctuating Limit on the account, whether the account is in debit or credit.

If, in a Fee Raising Period, the account is overdrawn by more than \$30.00 (allowing for any Overdraft Facility limit), a Line of Credit Fee of \$20.00 will apply and will be debited to the account.

- If (1) applies, on the maximum debit balance during the Fee Raising Period.
- if (2) applies, on the maximum debit balance after first deducting the applicable Overdraft Facility limit.
- if (3) applies, on the Fully Fluctuating Limit after first deducting any applicable current "fee free" credit limits.

The fee is debited to the account in arrears on the last business day of March, June, September and December.

#### 3.4 Honour Fee – Personal

A \$10.00 Honour Fee will apply when one or more transactions overdraw the account, Bankwest elects to honour (pay) the transaction(s). The account will be overdrawn if there are insufficient funds, or the applicable credit limit has been exceeded, in order to meet a debit transaction (including cheques, direct debits and/or periodical payments). Bankwest will only charge one Honour Fee per account, per-day.

#### 3.5 Outward Dishonour Fee

A \$10.00 Outward Dishonour Fee will be charged to the account where there are insufficient cleared funds in your account to cover a cheque drawn on your account or an authorised debit request made in respect of your account. Bankwest will only charge one Outward Dishonour Fee per account, per-day.

---

### 3.6 Foreign Transaction Fee

We will charge a fee equal to 2.95% of the transaction amount for each transaction occurring outside Australia (whether in foreign currency or Australian dollars) posted to your account.

### 3.7 Overseas ATM Access Fee

\$5.00 will be charged to the account per transaction for cash withdrawals, balance enquiries and denied transactions made using overseas ATMs.

Overseas ATM Access Fees are charged to the account on the first business day of the following month.

### 3.8 Payment Device Fee\*

A fee of \$15.00 will be charged for each Payment Device you request us to issue to you to access your nominated account.

\* Effective 28 September 2021 the Payment Device Fee will no longer be charged.

### 3.9 Other fees which may be incurred on the account

Other fees which the Bank charges for its services, including services not specific to this account but for which you may be charged are listed in our Bankwest Your Guide to Banking Fees brochure.

## 4 Interest

### 4.1 Credit Interest

The interest rate is variable. This means that any rate which is stated in this Product Schedule may be changed by us at any time. Any change to an interest rate will be notified in the press. You can obtain information about our current rates by visiting our website at [bankwest.com.au](http://bankwest.com.au) or by calling the Customer Help Centre on 13 17 19.

Credit interest is paid quarterly calculated up to and including the second last business day of March, June, September and December.

Credit interest will be credited to your account on the last business day of these months. Interest for any day after the second last business day will be included in the next period.

The credit interest rate is 0.01% p.a. and calculated on the entire balance of the account.

### 4.2 Debit Interest

The account must not be overdrawn without prior arrangement; however, if the account does fall into overdraft then debit interest will apply to the overdrawn balance. Debit interest will be charged on the overdrawn balance at an annual percentage rate of 12.88% p.a. in accordance with clause 8.3 of the Bankwest Investment and Transaction Accounts Terms and Conditions. This rate is also referred to as the Variable Overdraft Reference Rate.

If there is an Overdraft Facility on the account and the agreed overdraft limit is not exceeded, interest will be charged on the outstanding balance of the Overdraft Facility at the annual percentage rate set out in the statement of account from time to time.

If there is an Overdraft Facility on the account and the agreed overdraft limit is exceeded:

- interest will be charged on the outstanding balance of the Overdraft Facility up to the agreed overdraft limit at the annual percentage rate set out in the statement of account from time to time; and
- interest on the excess will be charged at an annual percentage rate of 12.88% p.a. in accordance with clause 8.4 of the Bankwest Investment and Transaction Account Terms and Conditions. This rate is also referred to as the Variable Overdraft Reference Rate.

If there is an Overdraft Facility on the account, we calculate debit interest daily by multiplying the outstanding balance of your account by the annual percentage rate set out above from time to time and by dividing the result by the number of days in the year. Debit interest is calculated up to the second-last business day of the month and will be debited to your account on the last business day of the month.

## 5 Overdraft Facility

If there is an Overdraft Facility on the account, we may at any time demand that you pay the entire outstanding balance of your Overdraft Facility.

---

## 6 Definitions

**Fully Fluctuating Limit** means an ongoing overdraft facility which was previously available to certain customers on request. Where a Fully Fluctuating Limit applies to an account, it is listed on the statement of account. This facility is no longer available for sale.

**Fee Raising Period** is a period of three consecutive months:

- commencing on the day after the last business day of the previous quarter; and
- ending on the last business day of that quarter;

where quarters commence in January, April, July and October of each calendar year.

**Overdraft Facility** means an overdraft facility payable on demand, which includes but is not limited to:

- Temporary Cheque Cover Limits
- Temporary Personal Limits
- Fully Fluctuating Limits
- Standby Limits
- VIP Limits.

**Standby Limit** means an ongoing overdraft facility which was previously available to certain customers, with a limit of up to \$1000.00 where drawings (debits) are repayable within 60 days. Where a Standby Limit applies to an account, it is listed on the statement of account. This facility is no longer available for sale.

**Temporary Cheque Cover Limit** means a temporary overdraft facility with a limit of up to \$1000.00 granted on request by the customer for a term of 31 days. Where a Temporary Cheque Cover Limit applies to an account, it is listed on the statement of account following the date the facility was granted.

**Temporary Personal Limit** means a temporary overdraft facility granted on request by the customer for a term of 62 days. Where a Temporary Personal Limit applies to an account, it is listed on the statement of account following the date the facility was granted.

**VIP Limit** means an ongoing overdraft facility which was previously available to customers selected by the Bank. Where a VIP Limit applies to an account, it is listed on the statement of account. This facility is no longer available for sale.

## 7 Mortgage Saver Facility [from 30 June 2014, this product will no longer be eligible to be linked to a loan account, however existing accounts linked to home loans can remain]

If you do have a loan account linked to this account (**Offset Account**), then we may de-link your loan account and your Offset Account in the following circumstances:

- (a) when you instruct us to do so;
- (b) if the home loan account is paid out or closed for any reason;
- (c) if you have converted your home loan to an ineligible home loan;
- (d) if your home loan is in default;
- (e) if any property securing your loan account is scheduled for settlement. If settlement does not proceed on the proposed date or on such other date as you may advise us, you may request that we re-link your loan account and your Offset Account. If we do not receive such a request your loan account and Offset Account will remain de-linked. For the avoidance of doubt, settlement includes a transfer, discharge, replacement or any other dealing in relation to any security or any property securing your loan account; or
- (f) if you convert this account to a different investment or transaction account product that is not eligible to be linked to a loan account.

---

## 8 Financial Claims Scheme

The Financial Claims Scheme, under the Banking Act, covers deposit amounts you hold in a bank in aggregate up to a statutory prescribed limit (please note that for the purposes of calculating this total, joint accounts are considered to be held in equal shares). You may be entitled to a payment in some circumstances. Payments under the scheme are subject to a limit for each depositor. Information about the Financial Claim Scheme can be obtained from <http://www.fcs.gov.au>.