

Virgin Money Deposit Account Limits, Fees and Charges

April 2024

The Limits, Fees and Charges outlined in this document apply to the

- Virgin Money Go Account;
- Virgin Money Boost Saver; and
- Virgin Money Grow Saver.

This document forms part of the Virgin Money Deposit Account General Terms and Conditions and the Virgin Money Rewards Terms and Conditions, as applicable. Capitalised terms referred to in this document have the meaning assigned in the Virgin Money Deposit Account General Terms and Conditions and the Virgin Money Rewards Terms and Conditions (as applicable).

This document will only be available electronically for download through the Virgin Money mobile app or online at virginmoney.com.au. It's important to keep a copy of this document.

Note that the limits, fees and charges outlined herein do not apply to Virgin Money's Reward Me Home Loan and its associated Companion account.

Fees and Charges

Name	Fee	Description
Monthly Account Keeping	Free	There are no monthly account keeping fees with our Virgin Money Deposit Accounts.
BPAY, Pay Someone, Card Transactions	Free	There is no fee charged by Virgin Money for performing a BPAY® Payment, Pay Anyone or making a card transaction. Merchants may charge fee in respect of card transactions which should be advised to you at the time of making the transaction.
Domestic ATM Withdrawal Fee	Free	<p>We don't charge a fee to withdraw cash, however a fee may be charged at the ATM and should be displayed on the screen before proceeding with the withdrawal.</p> <p>Most major bank ATMs do not charge a fee, giving you access to over 10,000 ATMs across Australia.</p>
Domestic Emergency Card Replacement	\$15	Charged when we courier a card to you within Australia.
International Emergency Card Replacement	\$75	Charged when we courier a card to you internationally.

Name	Fee	Description
Currency Conversion	2.50%	<p>Fee charged for any International Transaction which includes:</p> <ul style="list-style-type: none"> - any transaction made in a foreign currency; or - when any transaction is processed outside of Australia (in Australian dollars or a foreign currency). It is calculated as a percentage of the Australian dollar equivalent.
International ATM Withdrawal	\$5	Charged when a withdrawal is performed at an ATM outside of Australia. A fee may also be charged by the ATM owner and should be displayed on the screen before proceeding with the withdrawal.
International Balance Enquiry	\$2	Charged when a balance enquiry is performed at an ATM outside of Australia. A fee may also be charged by the ATM and should be displayed on the screen before proceeding with the withdrawal.
Trace	\$20	Charged when you request us to initiate a trace to confirm that a third-party payment was received at the destination account or when an unknown third-party payment has been received in your account. Note: the fee will be waived if the trace shows that the transaction was incorrectly posted to your account.
Manual Statement	\$10	Charged when you request a manual statement to be generated and emailed to you. All statements are available on the Virgin Money App and can be accessed for closed Accounts.

Fees and Charges (continued)

Name	Fee	Description
Paper Statement – Domestic	\$3	Charged for each paper statement that is required to be posted to an address in Australia.
Paper Statement – International	\$5	Charged for each paper statement that is required to be posted to an International Address.
Failed Transaction Dispute	\$15	Charged when a transaction dispute is unsuccessful.
BPAY Error Correction Fee	\$30	Charged when you and/or the BPAY biller request us to correct, investigate, dispute or trace an error made on a BPAY instruction. Note: This fee will be waived where it is determined that either our or the BPAY system has caused the error to occur.
Direct Debit Dishonour	FREE	Charged for each direct debit that is dishonoured on the same day that the dishonour takes place.
Cheque Dishonour	\$10	Charged for each Cheque deposit that is dishonoured on the same day that the dishonour takes place.
Bank Cheque	\$10	Charged for each bank cheque that is produced and posted to an Australian address.
Cash and Cheque Deposit	\$5	Charged for each cheque or cash deposit that is made into your account.

Limits

The limits below apply to Virgin Money Account Holders or to Virgin Money Visa Debit Cards. If permitted, changing any of the below limits can take place through the Virgin Money App. We reserve the right to change these limits at any time when we reasonably consider it appropriate or prudent to do so. Merchants may also impose payment limits and restrictions.

Transaction Type	Limits
Pay Someone	Daily limit set at \$5,000 per Account holder. This can be increased in the Virgin Money App up to \$20,000 per day per Account holder. A temporary one-day limit can be set above the \$20,000 daily limit to allow for large one-off transfers.
Payments using the New Payments Platform (NPP)	Daily limit set at \$1,000 per account holder. NPP Payments form part of the Pay Someone daily limit.
BPAY Payments	Daily limit set at \$20,000 per account holder. This can be increased in the Virgin Money App up to \$100,000 per day per account holder. Certain billers may set their own limits for individual BPAY payments.
Visa Debit Card Transaction	Daily limit set at \$5,000 per card. This amount is in AUD and can be increased in the Virgin Money App up to \$25,000 per day.
Visa Debit Card Withdrawal	Daily limit set at \$1,000 per card. This amount is in AUD and can be increased in the Virgin Money App up to \$2,000 per day.
Visa payWave	Transaction limit set at \$200 in Australia where no PIN or signature is required. If a PIN or signature is provided then you may be able to perform a transaction up to the Visa Debit Card Transaction limit.

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