

Virgin Money Deposit Account Limits, Fees and Charges

May 2025

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 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 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	<p>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.</p> <p>Note: the fee will be waived if the trace shows that the transaction was incorrectly posted to your account.</p>
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.
Cash and Cheque Deposit	Free	There is no fee charged to deposit cash or cheques into your Account.
Direct Debit Dishonour	Free	Charged for each direct debit that is dishonoured on the same day that the dishonour takes place.
Cheque Dishonour	Free	There is no fee charged for a cheque deposit that is dishonoured on your Account.
Bank Cheque	\$10	Charged for each bank cheque that is produced and posted to an Australian address.
Withdrawal by card at Bank@Post™	Free	There is no fee to withdraw cash using your card at Bank@Post™.
Deposit of cash at Bank@Post™	Free	There is no fee to deposit cash at Bank@Post™.
Deposit of cheques at Bank@Post™	Free	There is no fee to deposit cheques at Bank@Post™.
Balance enquiry at Bank@Post™	Free	There is no fee to check your account balance at Bank@Post™.

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. We will notify you of any changes made without your agreement in accordance with the Virgin Money General Terms and Conditions. Merchants may also impose payment limits and restrictions. All amounts are in AUD.

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 \$5,000 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 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 can be increased in the Virgin Money App up to \$2,000 per day.

Limits (continued)

<p>Visa Contactless</p>	<p>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.</p>
<p>Debit card withdrawal at Bank@Post™</p>	<p>Daily limit set at \$2,000 per Card.</p>
<p>Cash Deposit at Bank@Post™</p>	<p>Daily limit set at \$3,000 per Card.</p>
<p>Combined Cash and Cheque Deposit at Bank@Post™</p>	<p>Daily limit set at \$999,999.99 per Card.</p>
<p>Any payments or transfers (including Pay Someone, NPP and Via Debit Card Transactions) to known cryptocurrency or digital asset exchanges</p>	<p>Monthly calendar limit set at up to \$5,000 per Account holder in total across all Accounts. This is a set limit and cannot be increased or decreased.</p>
<p>All transfers or Pay Someone payments to a fixed rate home loan account accessible on the Virgin Money app</p>	<p>You cannot transfer or pay an amount that would lead to the annual prepayment limit (set at an aggregate of \$10,000 for a 12 month period) being exceeded.</p>

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