

Lending and Deposits Guide to Fees and Charges

November 2023

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This Lending and Deposits Guide to Fees and Charges forms part of the following documents:

- Deposit Account Terms and Conditions;
- Home Loan Supplementary Terms and Conditions;
- Loan Schedule and Home Loan General Conditions (where applicable);
- Virgin Money Hub Terms and Conditions (where applicable)

GST is not included and is not payable in respect of any fees and charges described in this Lending and Deposits Guide to Fees and Charges unless otherwise stated.

Reward Me Home Loans

UPFRONT FEES – PAYABLE AT SETTLEMENT

Application Fee	\$300 Payable for processing the application of your loan.
Settlement Fee	\$150 Payable for completing settlement of your loan.
Additional Security Fee	\$150 Payable when more than one security is required to secure your loan.
Rate Lock Fee	0.15% of the approved fixed rate loan amount. Payable if you elect to lock in your interest rate on a fixed rate loan. We will hold the interest rate for 100 days from the date we process your request. If your loan settles after 100 days, and the fixed rate has increased, the fixed rate that is current on the day of settlement will apply.
Valuation Fee	A Valuation Fee is payable in relation to each valuation we obtain for a property over which you have granted or propose to grant a mortgage to us: <ul style="list-style-type: none"> at the time we first lend you any amount of credit, if we required a valuation to assess your application; and each time we obtain an updated valuation for any mortgaged property when you are in default or when we are considering a request from you to provide our consent, to vary your credit contract, to release a guarantor or to partially discharge or otherwise change the mortgaged property securing your loan. <p>This is not a bank fee. The amount of the fee will be the fee charged to us by the appointed valuer and will vary depending on factors such as the location and the value of the property. The amount of the Valuation Fee payable at the time we first lend you any amount of credit will be stated in your credit contract.</p>
Document Variation Fee	\$200 Payable if a new set of loan documents needs to be issued due to a change in your requirements.
Construction Loan Fee	\$250 Contract Builder \$500 Owner Builder

POST-SETTLEMENT FEES

Home Loan Fee	\$10 Charged to each loan account on every repayment date (monthly).
Rate Lock Fee	0.15% of the approved fixed rate loan amount. Payable if you request to lock in a specific fixed rate and the new fixed rate period starts within 100 days of the date we agree to the rate lock.
Break Cost Administration Fee	\$50 Payable when you break your fixed rate contract.

Break Costs	The amount is calculated in accordance with your loan agreement and may be payable if: <ul style="list-style-type: none"> • A fixed rate period is broken (by you paying out the loan or changing loan types or as a consequence of a default causing the full amount of the loan to fall due for payment); or • You pay more than the total of your elected repayments plus \$10,000 in any 12 month period during your fixed rate period. • A Break Cost event occurs and we make a loss from re-arranging our funding.
Switching Fee	\$300 Charged for loans converted to another type of loan.
Top Up Fee	\$150 Payable when we agree to increase your existing loan amount.
Substitution of Security Fee	\$300 Payable if we agree to substitute one security for another security.
Consent Fee	\$300 Payable whenever we give consent (following a request from you) to a change in security.
Security Release Fee (Full or Partial)	\$350 Payable when we agree (at your request) to discharge a security.
Production Fee	\$150 Payable if a certificate of title or nomination of the electronic certificate of title is required to be produced.

OTHER HOME LOAN RELATED FEES

Default Fees – fees are charged when a notice is issued because your account is in default

Default Fee	\$30 Payable 10 days after a repayment date if you have not paid your repayment or any other payment in full on or before that repayment date. A further default fee is payable 10 days after the repayment date in each subsequent month until all overdue amounts are paid.
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Legal Review Fees

Legal Review Fee	\$350 Payable for each document that the Lender is required to review, amend or prepare and which is categorised by the Lender as a standard document. A standard document includes the following: - review of a trust deed, consent document, power of attorney, deed of priority or a caveat.
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HOME LOAN COMPANION ACCOUNT

Account Maintenance Fee	Nil
Funds Transfer and BPAY	Free
Pay Anyone	Free
Direct Credits	Free

Direct Debits	Free
Dishonour Fees	\$15 (Outward) Charged to your account for each item dishonoured on the day when any drawing on your account (direct debit) is dishonoured due to lack of available funds or irregularity of drawing.
Stop Payments – Direct Debits	Free Payable for either a temporary suspension or a permanent cancellation of the Direct Debit payment.
Telegraphic Transfer Fee (outward)	\$30 For credit of an account with another financial institution. \$25 For a request to recall a telegraphic transfer. \$40 For a request to trace a telegraphic transfer. \$25 For a request to repair a rejected telegraphic transfer.
Telegraphic Transfer Fee (inward)	\$10 For credit of an account with us in Australian Dollars.
Trace Request	\$15 Charged when you ask 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 into your account. Note: The fee will be waived if the trace shows that the transaction was incorrectly posted to your account.
Vouchers and other records for retrieval	\$12 Location and photocopying \$60 each hour (minimum \$30) General search of records \$66 each hour (GST inclusive) Privacy Act – access request \$30 Direct debit validation search enquiry Payable if you request us to locate and retrieve copies of payment vouchers, records of withdrawal or deposits or any other records relating to your accounts

THE HUB

The Hub (or Hub) is Virgin Money's online portal to access your accounts. For terms and conditions applying to the Hub, refer to Virgin Money Hub Terms and Conditions.

Tokens used to perform transactions (where a physical token is issued)

Initial Token issued for up to 2 on a profile	Free
Defective Tokens	Free
Stolen Tokens (Police report required)	Free
Additional Token (more than 2 users)	\$50 each
Replacement Tokens	\$50 each

GENERAL SERVICES

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 we or the BPAY system have caused the error to occur.
Certificate of balance or interest paid fee	\$10 each Payable when you request a certificate of the amount of credit outstanding or interest paid by you.
Audit certificate fee	\$30 each Payable when you or your accountant or auditor request a certificate relating to your account.



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