



Tips to Help You Minimize Fees

Nobody likes fees...particularly your Credit Union. But some fees are necessary to recoup growing costs to your Credit Union. Fees are also necessary to ensure members with loans, savings and investments are not subsidising those who only use our transaction services while placing the bulk of their business elsewhere.

We want you to know how to avoid fees as much as possible. Unlike other financial institutions where fees are seen as a quick way to boost profits, Sutherland Credit Union would rather you managed your day-to-day finances more wisely to reduce the cost of your banking. After all, at your Credit Union you are a member shareholder.

Here are some handy tips which will help you do just that:

Understand how our Free Transaction Allowances work.

All Sutherland Credit Union members are entitled to a generous number of free standard transactions each month - depending upon the types of accounts they have with us and the combined level of business held in their savings, investments and/or loan accounts. Our "Schedule of Fees & Charges" brochure is sent to all members and details all fees and charges. Take a moment to read this important brochure to determine how you can best manage your banking to take full advantage of our standard fee free services.

To download the "Schedule of Fees & Charges" brochure click [HERE](#).

Avoid conducting over the counter transactions at branches.

For most members, as every cash or cheque withdrawal, transfer between accounts and member cheque encashment conducted over the counter at Sutherland Credit Union branches incurs a fee, you should try to use the 24 hour convenience of our ATMs, internet or phone banking services as much as possible.

Use only Sutherland Credit Union ATMs.

You may not be aware that your Credit Union is charged each time our members use ATMs provided by other institutions and that these charges are passed onto those members. It's important to try to minimise the number of transactions you make at non Sutherland Credit Union ATMs each month by planning your cash needs well in advance and therefore benefit from free, unlimited use of our own Sutherland Credit Union ATMs which are conveniently located across the Shire outside all of our five branches and at Sutherland Hospital.

Enjoy the speed and convenience of our Internet & Phone banking.

Our iNet and Rediphone banking services give the fee-free convenience of banking anytime you want, without leaving your home or office. To check your account details, pay bills and transfer between your accounts or accounts held by other people at their financial institutions, all it takes is a few simple steps. So make sure you are registered for iNet and Rediphone banking and always try to use these services instead of having to visit our branches.

To register, just call us on 1300 784 388 during business hours.

Avoid potential cheque fees by electronically scheduling payments.

A great way to manage your account and ensure your balance avoids additional account keeping fees is to utilise the scheduled payments function within iNet banking. To leave your balance intact until the payment is due, just schedule BPAY[®] for future bill payments and payee transfers. You can even set up an email alert to let you know when your transaction has been successfully processed. Just log on to iNet banking and follow the prompts, Scheduled iNet payments cannot overdraw your account and therefore remove the risk of incurring cheque dishonour or honour fees.

If you are aged 45 or over, make sure you join Member PLUS.

Our "Member PLUS" upgrade for members over 45 provides a number of attractive features for a small annual fee. These include the first 5 counter transactions at our branches free each month, no minimum balance requirement to allow you to avoid the possibility of our monthly account keeping fee, bonus term deposit rates and more. As a Member PLUS member, you can therefore reduce the cost of banking even further.

To download our Member PLUS brochure, just click [HERE](#)

For more information please contact MemberLink on 1300 784 388