

ATM

Direct Charging





ATM Direct Charging

From 3 March 2009, the way all Australian banking customers are charged for using ATMs in Australia that do not belong to their financial institution, is changing.

These changes have been developed by the industry and at the request of the Reserve Bank of Australia. The intent is to make fees clearer to cardholders and to improve competition and efficiency in the ATM system.

This new way of charging for using another financial institution's ATM is called "direct charging".

ATM Direct Charging means that if you use a non-Bank of Queensland ATM you will be charged directly by the operator of the ATM, rather than by Bank of Queensland. For example, if you use another bank's ATM then that bank will charge you for the transaction.

The fee will be displayed on the ATM screen before you proceed with the transaction, so you will know the cost of using the other bank's ATM. You will have the option of proceeding and incurring the fee or cancelling the transaction and finding a Bank of Queensland ATM.

All ATMs will display the ATM Operator Fee that will apply for transactions at that ATM. The fee may vary depending on the ATM used.

How ATM fees apply now

There are usually two parts to the fee you pay for using foreign ATMs:

- (a) a charge from the ATM owner; and
- (b) a charge from your financial institution for processing the transaction.

Currently, this fee appears on your statement as a "foreign ATM fee", "other bank fee" or similar.

This will change on 3 March 2009.

Bank of Queensland is currently reviewing our own ATM fee structure and, as always, we will aim to be extremely competitive in the marketplace.

What's changing in March 2009

From 3 March 2009, you will see the ATM Operator Fee each time you use a foreign ATM. After you key in your PIN, a message will appear on the ATM screen:

1. How much the ATM owner will charge you to use the ATM; and
2. Whether you want to continue with your transaction, or whether you want to cancel.

If you decide to continue, the ATM Operator Fee will be taken out of your account at the time of the transaction. If you decide to cancel, no fee applies.

How to access your money and minimise your ATM fees

Access your money with the most widespread ATM network in Australia.

Bank of Queensland has ATMs in more unique locations than any other bank. And with a growing network of branches across every State and Territory in Australia, you will have access to your money in more places than you realise.

Our SMS ATM Locator Service makes finding an ATM faster and easier.

At Bank of Queensland, we believe in making access to your money as easy as possible. That is why we have a free SMS ATM Locator Service, so you will always be able to find a Bank of Queensland ATM. You will only need to pay for your standard SMS charges with your mobile phone provider.

Finding a Bank of Queensland ATM is simple.

1. Save the number 0488 438 286 (0488 GET ATM) into your mobile phone
2. Text us the suburb (e.g. Paddington Qld) or postcode of your location
3. We will then text you the location of your nearest ATMs straight away

You can also locate your nearest Bank of Queensland ATMs at boq.com.au

