

Illawarra Credit Union is a division of  
Community First Credit Union Limited  
ABN 80 087 649 938 AFSL and  
Australian credit licence 231204

# Important changes to your banking

**Changes to your Illawarra Credit Union membership,  
accounts, services, products, fees and charges.**

Coming September 2025



# Contents

<b>CEO's Message</b>	<b>5</b>
<b>Section 1 - What's Happening</b>	<b>6</b>
<b>Section 2 - Key Dates and Actions</b>	<b>8</b>
<b>Section 3 - Access to Your Banking</b>	<b>10</b>
<b>Section 4 - Product Updates</b>	<b>14</b>
<b>Section 5 - Fees and Charges</b>	<b>22</b>
<b>Section 6 - Access to Services</b>	<b>38</b>
<b>Section 7 - Disclosure Documents</b>	<b>40</b>



Please click on the above links  
to help you navigate this booklet





## A message from our CEO



**Anthony Perkiss**  
CEO

**W**ith the merger between Community First and Illawarra Credit Union being made official on 1 February 2025, we're now preparing for our next major milestone which is the joining of our two banking systems and further alignment of our product offerings.

It's the start of a new chapter as members of Illawarra Credit Union and Community First share a fresh beginning and enjoy the benefits of our combined strength. We will be able to offer enhanced resources, and improvements in our capabilities will mean that we can better serve our members and community.

Our vision is for the merged entity to retain the strengths of each organisation, building a new, bigger, stronger, future-proof organisation, that is better positioned to help meet the needs of our members and grow in an ever changing banking landscape. We plan to unify our brands in 2026 and operate under the one Community First Bank brand. The important milestone of joining our two banking systems will help us fully realise the benefits of the merger, with streamlined operations and less duplication of processes while remaining committed to the Illawarra community.

We will continue to be a 100% customer-owned bank, with the same shared values, only with greater strength and improved

capabilities as we embark on a new and bright future together. With over 80,000 members, and combined assets of over \$2.4 billion, together we are primed to build greater strength and resilience in today's competitive banking market.

We understand that change can involve mixed feelings. Rest assured, we are working hard to ensure the next step of the integration between Community First and Illawarra Credit Union will be as seamless as possible.

This booklet is designed to help you understand the changes there may be to your membership and accounts once our systems merge into one, while highlighting the new benefits you have to look forward to.

Of course, our friendly team welcomes any enquiries you may have. They can be contacted by calling **1300 132 249**, emailing [online@cu.com.au](mailto:online@cu.com.au) or visiting us in person.

Yours sincerely,

**Anthony Perkiss**



## Section 1 - What's Happening

# Same values, new beginning

**The merging of our systems in September 2025 is a critical step in bringing our teams together. It paves the way for many synergies to be realised through the closer alignment of our people and operations.**

It also marks an important beginning via the introduction of changes to evolve our product range, which have been made possible by the merger. You can read more about these specific changes and how these may impact you in Section 4.

After system integration, a final key change will be to amalgamate the Illawarra Credit Union and Community First Bank brands in early 2026. This will see us operate under a single Community First brand. You may have already noticed that we have begun to co-brand services and communications, even transitioning some of our branding and advertising towards the one brand.

**It is important to take the time to read this booklet to understand the banking changes you can expect. We recommend holding on to it for future reference. Store it in a safe place as you may not notice some of the changes initially and may need to refer to this guide later. We have also provided space for you to make any notes.**

## Preparing for change

Merging two banking systems is no small feat, and we've been working hard to ensure this process is as smooth as possible. There will be some disruptions to your account access as we prepare to integrate our banking systems beginning on 12 September 2025. We aim to have services back online by 14 September 2025. Key times and any unexpected delays will be communicated via our website and social media platforms.

**During this time, the following services will be affected:**

- Internet banking and the mobile app will be unavailable.
- Your Visa cards will operate with reduced limits so you should avoid larger transactions. Please plan ahead if you have significant transactions to make during this time.

**You should action the following before 12 September 2025:**

- Arrange access to cash
- Make payments and transfers or pay bills in advance or after the migration has been completed
- Check balances
- If you've forgotten your internet banking password, arrange for it to be reset prior to the weekend of 12 - 14 September 2025.

Closer to 12 September 2025, we will send you a series of reminders to ensure you have plenty of notice to take action and avoid disruption to your services as much as possible. We hope to have services back online by 14 September 2025, and if there's any unexpected delays, or we finish early, we'll be communicating updates via our website and social media platforms.

### We're here to help

**We're here to ensure the changes run as smoothly as possible and you're well informed to ensure continuity of your banking services.**

If you'd like more information about anything you read in this booklet, please don't hesitate to contact us:



**Call 1300 132 249**



**Email [online@cu.com.au](mailto:online@cu.com.au)**



**Visit our branch 38 - 40  
Young St, Wollongong**



## Section 2 - Key Dates and Action

# Things You Need to Know for 12 September 2025

Here is a handy summary of the main changes you can expect and what you need to do to prepare.

## New changes and benefits



### Extended contact centre hours:

8am – 8pm weekdays and  
8am – 3pm Saturdays



**Access to 13 store locations across greater Sydney, including the Central Coast and Lake Macquarie.**

See section 6 for full details.



**Access to a new range of products** will be available from 12 September 2025. Read more in Section 4.



### Changes to fees and charges

for current and retired products are detailed in Section 5 of this guide.

## What's not changing



**Same friendly faces,** same Wollongong branch location



**Same contact details** (phone, email, web)



**A continued presence in Wollongong** and support of community partners



**You'll still login to internet banking** via the ICU website however you'll notice that it will be co-branded.

## Action before 12 September 2025



**Read and understand** the planned changes – reach out to us if you're not sure.



**Some of your account names may change.** Read what's changing in Section 4.



**Plan ahead for 12 September, when we expect service disruptions** to our mobile app, internet banking, payments and transactions. We will send you reminders closer to the date.



**Fees and charges that apply to your accounts may change.** For full details see section 5.



**If you've forgotten your internet banking password,** arrange for it to be reset prior to the weekend of 12 September as you'll need this to download the Community First banking app once system integration is complete.



**If we need to change your member number or account number,** we'll write to you separately confirming this. Use your new account number and BSB 512 170 for any incoming payments after 12 September 2025.

## Action from 12 September 2025



**When we inform you that the system migration is complete,** delete the Moneytree app – download the Community First mobile app and login using your member number and existing password. If you're issued with a new member number, please use this one to login.



**If you have bookmarked or saved any links to internet banking,** we recommend you remove these. You should only ever access internet banking directly from our website.

## Section 3 - Access To Your Banking

# What's changing, what's not

In this section, we summarise the key things you need to know about accessing your banking after 12 September 2025. The good news is that overall, the way you currently access your banking will not change. However, you will start to see more Community First branding in internet banking, alerts and communications that we send to you.

**The key actions you will need to take after 12 September 2025 will be to switch to the Community First banking app and use the BSB number 512 170. If you are notified that one of your account numbers is changing, be sure to use your new account number and BSB after this date.**

## Access to your Banking

### Statements

#### What's Changing

- After 12 September 2025, all e-statement notifications will be sent via email only. SMS notifications will no longer be sent. If you'd like to opt out of receiving statement alerts via email, please contact us to discuss your preferences.
- Your statement preferences will apply at a membership level, which means that you can't elect to receive paper statements for one account and e-statements for another. After 12 September 2025, this means that:
  - If you only hold deposit accounts with us, and at least one of these accounts is registered for e-statements, you will receive e-statements for all your deposit accounts;
  - If you have one or more loans with us, and you have elected to receive all notices and statements via post on at least one loan, then all accounts you hold with us (loans and deposits) will receive paper statements. Please contact us to switch to e-statements.
- Your regular statement and other communications from us will be cobranded with Community First.

#### What's Not Changing

- You'll continue to receive statements via the same frequency you do today.
- How and when we'll notify you of changes to your accounts is outlined in our Conditions of Use document from page 15. You can find a copy at [www.illawarracu.com.au/legal-information/important-documents-info](http://www.illawarracu.com.au/legal-information/important-documents-info).

**Please check we have your current email address to ensure you receive e-statements and relevant notifications.**

### Internet Banking

#### What's Changing

- Community First and Illawarra Credit Union currently use the same internet banking and mobile app solutions from the same provider. This means the same services, features and menus you're used to will still be available however you'll notice more Community First branding.
- There's no need to update any SMS or email alerts you have set up for your account. However, please be aware that these will now be sent from a different mobile number.
- If we advise you that any of your account numbers are changing, please update any recurring incoming payments to use the new account number and BSB 512 170 from 12 September 2025.

#### What's Not Changing

- Your internet banking login details, including your password will not change for you and any joint account holders(s).
- You'll still access internet banking from the same login button on the ICU website.
- Any Payee or PayID details will remain, and you won't be required to set these up again.

### Cards and Payments

#### What's Changing

- After migration, for any new direct debits or payments you set up, you will need to use the **Community First BSB number: 512 170**
- Some members will be required to have their account number changed if there is a duplicate account in the Community First banking system. We will write to impacted members individually if there is a change to their account number. These members will need to use their new account number for new incoming payments along with the BSB 512 170. They will also need to update any existing recurring credits to use the new BSB and account number
- Existing ICU cards currently using Garmin Pay™ will still be able to use this functionality. After 12 September, this will not be available to new users.

**Note:** The current Illawarra Credit Union BSB number can still be used for now; however, if we advise you that any of your account numbers are changing, use the BSB 512 170 and your account number from 12 September 2025.

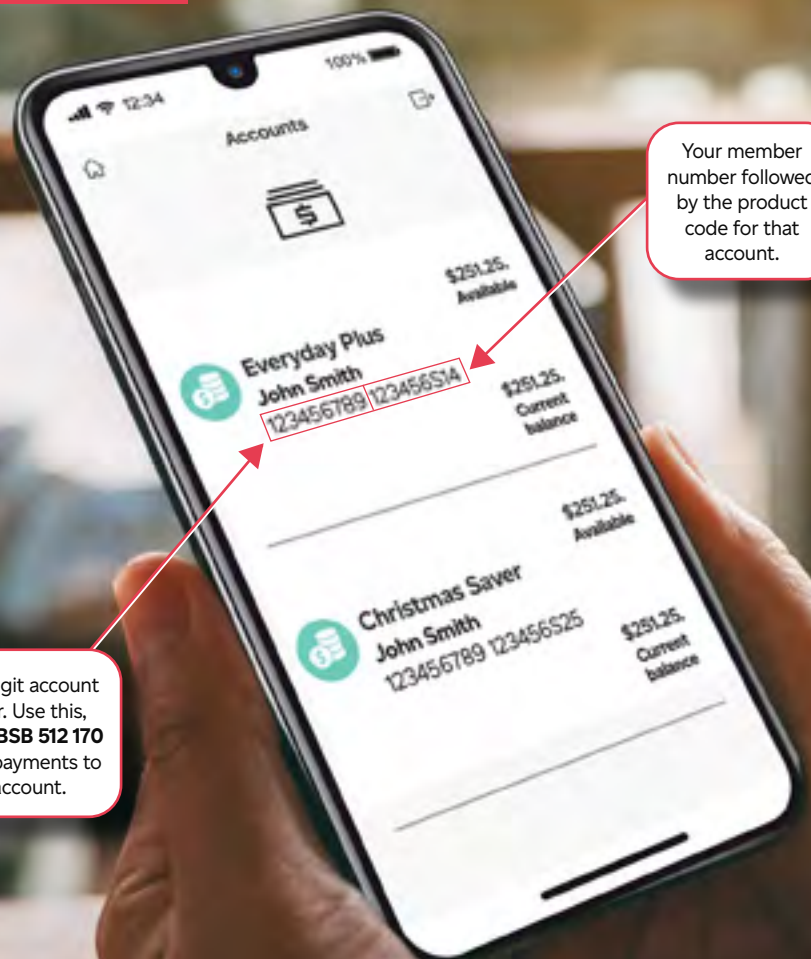
#### What's Not Changing

- For the vast majority of customers, account numbers and card numbers will stay the same.
- Existing payments using the ICU BSB will continue to work. Direct debits, periodical payments and payroll splits will continue to work as they do today. If we advise you that any of your account numbers are changing, please update any recurring incoming payments to use the new account number and BSB 512 170 from 12 September 2025.
- You can continue to use the same card and PIN that you do today, and if you have a digital card, this will not change either.
- There will be no changes to daily limits for external transfers, NPP and BPAY® payments, including any non-standard limits for external transfers that you may have in place.
- There will be no changes to existing limits for cash withdrawals, purchases and offline transactions.

Registered to BPAY® Pty Ltd ABN 69 079 137 518



## Mobile App



Your member number followed by the product code for that account.

Your 9 digit account number. Use this, with our **BSB 512 170** to send payments to this account.

## Moneytree App

### What's Changing

- From close of business on 12 September, you will no longer be able to access the Moneytree app. Please see Section 1 for details on what you'll need to do to plan ahead. We will also send you a reminder before this happens.
- After we've integrated our systems, Community First and Illawarra Credit Union will share the same internet banking and mobile app services from system integration. As a result, all members of Community First and Illawarra Credit Union will need to use the same app. This means you will need to delete the Moneytree app and download the Community First Mobile Banking app.
- In the **Moneytree app**, you'll have been used to seeing the **BSB** and **account number** listed next to each of your accounts. Initially, when you download the Community First mobile app, your nine-digit account number will still be there however you'll also notice your member number followed an **S, L** or **I** and one or two digits. This is simply a product code for the product you have. You don't need this code, and you should continue to use your nine-digit account number to transfer funds to your account. The **BSB** and **account number** will be displayed in the Community First app next to each account in the near future.

### What's Not Changing

- Once you've downloaded the Community First Mobile Banking app, the way you use and view your account details will not change; however, if we provide you with a new member number, you'll need to use this to set up the app for the first time, instead of your current member number. You'll still be able to access your digital card(s), set controls, report your card as lost or stolen and request a replacement card, all via the new app.



Tip

If you're used to accessing your banking via the **Moneytree app**, you'll need to remember your password to download and complete the set up of the **Community First banking app**. If you need to reset your password, we encourage you to do so prior to **12 September 2025** in the event there is an increased level of calls to our contact centre following the system migration weekend.



Section 4 - Product Updates

# Changes to Existing Products

The current products you have now will remain; however, there are some changes you need to be aware of to product names after 12 September 2025.

We've tried to ensure this process is as seamless as possible while providing new opportunities to offer our members great value products and services.

The following pages detail the changes you can expect to see across the following product areas:

- Savings and transaction accounts: **page 14**
- Term Deposits: **page 17**
- Personal loans and credit cards: **page 19**
- Home and business loans: **page 20**

## Savings and transaction accounts

ICU savings and transaction accounts that will continue to be offered after 12 September 2025 are listed below. The product names will change slightly. The product codes are shown in brackets after the product names as follows:

Current ICU product	New product name from 12 September 2025
• <b>Everyday (S10)</b>	• <b>Everyday Account (S22)</b>
• <b>Everyday – Mtg Sec (S11)</b>	
• <b>Everyday Plus (S12)</b>	• <b>Everyday Plus Account (S14)</b>
• <b>Everyday Plus – Mtg Sec (S13)</b>	
• <b>Christmas Account (S81)</b>	• <b>Christmas Saver Account (S25)</b>





We understand that you're used to referring to your product simply by its name. While you don't need to know the product codes noted in brackets next to each product name, it's just another way that members and staff can identify different products.

From 12 September 2025, the below products will no longer be available to be opened. Existing accounts will remain open and existing account holders can continue to use these accounts as they do now. You'll also note some very minor changes to the product names and codes.

Product to be retired from 12 September 2025	New retired product name from 12 September 2025
• Everyday Student (S14)	• ICU Everyday Student (S23)
• 100% Offset (S15)	• ICU 100% Offset (S60)
• PL Offset (S16)	• ICU PL Offset (S61)
• Bucket (S17)	• ICU Bucket (S59)
• Saver (S20)	• ICU Online Saver (S12)
• Bonus Saver (S21)	• ICU Bonus Saver (S3)
• Wildlife Saver (S22)	• ICU Wildlife Bonus Saver (S57)
• Cash Management (S23)	• ICU Cash Management Account (S58)
• Everyday Business (S30)	• ICU Everyday Business (S90)
• Everyday Business Unsec (S31)	• ICU Everyday Business - Unsec (S91)
• Everyday Business Resi Sec (S32)	• ICU Everyday Business - Resi Sec (S93)
• Everyday Business - CommSec (S33)	• ICU Everyday Business - CommSec (S94)
• Body Corp Strata Sub (S9)	• ICU Body Corp Strata (S2)
• Body Corporate Strata Acct (S99)	• ICU Body Corp Strata (S97)



Tip

We recommend you review your current accounts to see if they're still suitable for your needs. If no transactions are carried out for at least 12 months, we may charge inactive account fees and may write to you asking if you want to keep the account open.



The following ICU products are already retired (also known as "Grandfathered").

These will remain retired with existing account holders still able to use them as they do today.

Again, some of the product names will change to prevent duplication with existing product codes within the Community First banking system.

Current retired product name	New retired product name from 12 September 2025
• Business OD – SME GTE (S36)	• Cu+Saver (S41)
• Cu+Saver (S80)	• Cu+Saver (S41)
• Home Loan Access Saver (S82)	• ICU Home Loan Access Saver (S79)
• Home Loan Lifestyle Saver (S83)	• ICU Home Loan Lifestyle Saver (S80)
• All In One – Owner Occupied (S84)	• ICU All In One – Owner Occupied (S81)
• All In One – Investment (S85)	• ICU All In One – Investment (S82)
• All In One – Staff Special (S86)	• ICU All In One – Staff Special (S83)
• Visa Overdraft – Unsecured (S87)	• ICU Visa Overdraft – Unsecured (S84)
• Visa Overdraft – Mortgage Secured (S88)	• ICU Visa Overdraft – Mortgage Secured (S85)
• Visa Overdraft – Special Offer (S89)	• ICU Visa Overdraft – Special Offer (S86)
• Corporate Account (S90)	• ICU Corporate Account (S87)

**Please note** that there will also be changes to some fees for savings and transaction accounts – you can view these changes in Section 5 - Fees and Charges.

## Term Deposits

### Existing term deposits

Existing ICU term deposits will continue to operate under their existing product terms and conditions until maturity. Upon maturity, if you'd like to reinvest (or have elected to automatically reinvest), your new or renewed term deposit will be established according to the product options, terms and conditions advertised on our website as at that date.

### New term deposits

The majority of term deposit investment options you have today will remain available. 1 and 2 month term deposit options will no longer be available as there will be a number of savings accounts that can meet the needs of shorter term savings goals. Investors will be pleased to know that 2 and 3 year term deposit options will become available from 12 September 2025.

## Term Deposits – summary of changes

The following table outlines what changes will be applicable to term deposits from 12 September 2025.

What's changing	Current account features	New account features
Investment options	<ul style="list-style-type: none"> <li>Invest from 1-12 months</li> <li>Must have an Everyday, Everyday Student or Everyday Plus account to be eligible</li> </ul>	<ul style="list-style-type: none"> <li>Invest for terms from 3 months to 3 years</li> <li>Interest paid monthly, annually or on maturity (depending on which term you select)</li> <li>Linked account not required</li> </ul>
Maturity instructions	<ul style="list-style-type: none"> <li>Redeem or automatically reinvest upon maturity</li> <li>Interest, including monthly interest option to be paid into one of the above accounts only</li> </ul>	<ul style="list-style-type: none"> <li>Redeem or automatically reinvest upon maturity</li> <li>Interest cannot be compounded into the investment</li> <li>Interest, including monthly interest option to be paid into an account of your choice</li> </ul>
Early redemptions and adding funds	<ul style="list-style-type: none"> <li>7-day grace period to vary your Term Deposit</li> <li>Requires up to 31 days' notice for early redemption</li> <li>\$30 Early Withdrawal Fee</li> <li>Interest rate reduction based on the percentage of term elapsed at early termination date.</li> </ul>	<ul style="list-style-type: none"> <li>14-day grace period to amend your Term and amount</li> <li>Up to 7 days' notice required</li> <li>No early withdrawal fee. However if an investment is withdrawn before the end of its term, reduced interest will be paid: <b>a)</b> if less than 50% of the term has lapsed, we will pay you 0% of interest earned to date; <b>b)</b> if 50% but less than 75% of the term has lapsed, we will pay you 25% of the interest earned to date; <b>c)</b> if 75% or more of the term has lapsed, we will pay you 50% of the interest earned to date.</li> </ul>

## Q: How are my deposits protected under the Financial Claims Scheme?

**A:** The Australian Government guarantees aggregated deposits with Australian authorised deposit-taking institutions, including Illawarra Credit Union (a division of Community First Credit Union Limited), of up to \$250,000 (AUD).

The Financial Claims Scheme (FCS) is an Australian Government scheme that was established to provide financial protection for consumers in the unlikely event of a failure of a bank, credit union, building society or general insurer.

The FCS limit of \$250,000 applies to the sum of an account holder's deposits under the one banking licence. This includes accounts with any other banking business that the licenced banking institution may operate under a different trading name. Community First Credit Union Limited operates the brands Illawarra Credit Union, Community First Bank and Easy Street Financial Services. For the purpose of FCS, all deposits held under the different brands are added together to determine the FCS entitlement for an account holder.

## Personal loans and credit cards

From 12 September 2025, the following ICU personal loans and credit card will be retired with minor changes to the product names. This means that existing account holders can continue to use their product as they do today; however, new accounts are not eligible to be opened.

Product to be retired from 12 September 2025	New retired product name from 12 September 2025
• <b>Personal Loan (L5)</b>	• <b>ICU Personal Loan (L5)</b>
• <b>Online Personal Loan (L50)</b>	• <b>ICU Online Personal (L50)</b>
• <b>No Bull Credit Card (\$40)</b>	• <b>ICU No Bull Credit Card (\$40)</b>

New credit card and personal lending options will be available on the ICU website after 12 September 2025. For more information on new products that will be available refer to page 21.

## Home and business loans

From 12 September 2025, the following ICU home and business loans will be retired. Existing account holders can continue to use their loan as they do today.

For new home and business loans and product switches, a similar but new range of loan products will be available directly via ICU or your broker after 12 September 2025. These products will be displayed on the ICU website.

Product to be retired from 12 September 2025	New retired product name from 12 September 2025
• Home Loan (L1)	• ICU Standard Home Loan (L1)
• Investment Home Loan (L3)	• ICU Std Inv Home Loan (L3)
• Business Unsecured Loan (L6)	• ICU Business Unsecured (L6)
• Business Resi/Comm Secured Loan (L7)	• ICU Bus Resi/Comm Sec (L7)
• Bare Essentials Owner Occupied Home Loan (L9)	• ICU Bare Ess OO HL (L9)
• The Works Owner Occupied Home Loan (L12)	• ICU The Works OO HL (L12)
• The Works Investment Home Loan (L32)	• ICU The Works Inv HL (L13)
• SMSF Loan (L79)	• ICU SMSF Loan (L79)
• Bare Essentials Investment Home Loan (L90)	• ICU Bare Ess Inv HL (L17)

Some of ICU's loan products are already currently retired (also known as "Grandfathered").

Current retired product name	New retired product name from 12 September 2025
• Lite Home (L2)	• ICU Lite Home Loan (L2)
• Lite Investment Home Loan (L4)	• ICU Lite Inv HL (L20)
• Introductory Variable Home Loan (L10)	• ICU Intro Var HL (L53)
• Green Loan (L51)	• ICU Green Loan (L39)

**Please note:** From 12 September 2025, you can check the interest rate of your loan by referring to your statement or via internet banking. This will reflect your contracted discount off the reference rate. Reference rates for ICU loans can be viewed on our website at <https://www.illawarracu.com.au/rates-fees>

### Q: What will happen to my ICU loan?

**A:** It will remain on its existing terms and conditions; however, there may be some changes to applicable fees and charges – see pages 36–37 for more information. While there are no planned loan interest rate changes as a result of the integration of our two systems, please note that all interest rates are subject to change in line with business needs, cost of funds and market conditions.

### Q: What will happen to my ICU fixed rate home loan?

**A:** Your current fixed rate and remaining fixed rate period will remain unchanged. When your fixed rate expires, your loan will revert to the stated variable ICU product noted in your loan contract. If you'd like to fix all or part of your home loan after 12 September 2025, you'll need to select from one of the fixed loan products advertised at that time.

### Q: What if I want to top up or make a change to my existing ICU loan?

**A:** Subject to credit assessment criteria, your existing ICU loan facility can be topped up. When increasing your loan and switching or splitting the product, you must select from one of the currently advertised products on the ICU website.

### Q: What if I have a loan due to settle around that time?

**A:** There will be no change to the product specified in your contract and there are no anticipated delays to settlement.

## Access to new products and services

The following are just some of the new products that will be available to Illawarra Credit Union members from 12 September 2025. These products are also available for Community First members and demonstrate additional value that will be created for members as a result of the merger. You'll be able to find more information about these products on the Illawarra Credit Union website from 12 September 2025.

Product	Description
<b>Community Account</b>	An everyday bank account for not-for-profit businesses that makes every dollar count, with no transaction fees whatsoever.
<b>n0w Credit Card<sup>1</sup></b>	A zero interest credit card. Just a low monthly fee depending on what limit you choose, plus cash out when you need it.
<b>Low Rate Credit Cards<sup>1</sup></b>	One of Australia's lowest ongoing credit card rates plus up to 55 days interest free when you pay your balance in full by the due date each month.
<b>Wildlife Saver Account</b>	A transaction account for members aged under 18 that also pays interest up to \$10,000. Members aged 12+ also have the option of a debit card.
<b>Green Loan<sup>1</sup></b>	A competitive unsecured loan for environmentally friendly products for your home such as solar panels.
<b>Green Car Loan<sup>1</sup></b>	A competitive rate for new and demonstrator electric or hybrid cars less than 12 months old and with less than 5,000kms.

<sup>1</sup> Credit eligibility criteria, terms and conditions, fees and charges apply.



## Section 5 - Fees and Charges

# Changes to Fees and Charges

## Fees

**From 12 September 2025, ICU and Community First will share the same fees and charges schedule. When this change happens, you'll notice changes to some ICU fees and charges, including specially requested service fees, administration fees and international transaction fees.**

These changes will also be applied to business memberships and accounts. The fees and charges below will be changing from September 2025. Fees that are not changing will remain in effect as they do today. Fees that are not changing are not listed below. Refer to our schedule of fees and charges on our website for information on all applicable fees and charges.

Description	Current Fee	Fee applicable from 1 September 2025
<b>Business transaction account</b>		
Everyday Business Account Monthly Account Keeping Fee	\$20	\$10

Description	Current Fee	Fee applicable from 12 September 2025
<b>Transaction and withdrawal fees</b>		
Over the counter cash withdrawal	\$2.50	\$1.50
Declined transactions	\$1	Free
Staff assisted transfers (includes pay anyone, BPAY and periodical payment transactions)	\$2.50	\$2
Staff assisted transaction (Saver)	\$15	\$2
Early withdrawal fee for Christmas Saver charged when you make a withdrawal from your Christmas Account outside the 'free' period of 1 November to 31 January	\$5	\$20

Description	Current Fee	Fee applicable from 1 September 2025
<b>Transaction and withdrawal fees</b>		
Visa Cash Advance	\$2	\$5 for overseas cash advances (credit and debit cards)  \$2 for domestic cash advances (credit cards only)
Bank@Post	Free	\$2 per transaction (withdrawal or deposit)  Applicable to all credit and debit cards.  Cash deposits are limited to \$9,999.00 per transaction.

Description	Current Fee	Fee applicable from 12 September 2025
<b>Service fees</b>		
<b>Dormancy Fee</b> – applicable when no transactions have been made on your membership for one year or more.	\$15 per account	\$20 per annum (per account per year)
<b>Inactive Fee</b> – when no transactions have been made on your account for one year or more.	n/a	\$2 per month
<b>Overdrawn Fee</b> – charged on accounts that become overdrawn by \$50 or more in a calendar month.	\$15 (Exceeding available funds fee)	\$10 per month Charged last day monthly
<b>Over Limit Fee</b> – charged when an account remains over limit by \$50 or more for at least 1 day during a calendar month.	\$15 (Exceeding available funds fee)	\$10 per month Charged last day monthly
<b>Dishonour Fee</b> – charged when payment of a cheque deposited into your account through Bank@Post is rejected.	Free	At cost. Charged on the day
<b>Direct Debit Dishonour Fee</b> – when payment of a direct debit from your account is rejected.	\$15	\$20 Charged on the day

Description	Current Fee	Fee applicable from 12 September 2025
<b>Service fees</b>		
<b>Periodical Payment Dishonour</b> – when payment of a periodical payment from your account is rejected.	\$15	\$20 Charged on the day
<b>Account Combination Fee</b> – charged if we must offset the credit balance of any of your deposit accounts against any debt owing by you to us.	Free	\$5
<b>Forced Payment</b> – direct debit paid on insufficient funds.	Free	\$20
Retrieving cashing vouchers or any other document.	\$20	\$20 per item
<b>EFT Investigation Fee</b> – when payment made to incorrect account or BPAY Biller, including NPP payments; incorrect amount transferred; alleged unauthorised transactions; request to recall funds.	\$20-\$35	\$35
<b>Direct Entry Trace</b> <b>Direct Debit Trace</b> <b>Pay Anyone Trace</b> <b>BPAY Trace</b>	\$35	No change Now referred to as an <b>EFT Investigation Fee</b>
<b>Bank@Post</b> – (exchange of coins/notes for alternative denominations of coins/notes)	At cost	At cost

#### Specially requested services

Foreign Cash	Free	The greater of 1% of the load/reload amount or \$10
Drafts	\$15	\$17.50
<b>Overseas Telegraphic Transfer</b> – (Convera) – this fee will be incurred again if any changes to the details are requested	\$20 - \$30	\$30
<b>Overseas Telegraphic Transfer</b> – (Convera) – Australian dollars	\$50	\$50
<b>Internet Banking Telegraphic Transfer</b> – (Foreign currency)	\$20	\$20

Description	Current Fee	Fee applicable from 12 September 2025
<b>Specially requested services</b>		
<b>Convera Inward Telegraphic Transfer</b> – (Foreign currency)	Free	Free
<b>Fees for withdrawals</b> , cancellations, stops, traces and late orders for Travelex Services.	\$35	At cost
<b>Foreign Currency Cheque Purchase</b> (negotiation – where Convera is able to negotiate directly with its wholesale banking provider to clear and settle the foreign currency cheque).	\$10	\$12.50
<b>Foreign Currency Cheque Purchase</b> (collection – where Convera or its wholesale banking provider is required to deal with the issuing bank to clear and settle the foreign currency cheque).	\$50	\$57.50
<b>Inward Swift</b> – domestic or international transfer is credited to your account.	n/a	\$6.85
<b>Outward Swift</b> – domestic transfer is debited to your account.	n/a	\$20
<b>Domestic Telegraphic Transfers:</b> same day	\$30	\$30-\$50
<b>Domestic Telegraphic Transfers:</b> overnight	Not available	Not available
<b>Incoming Telegraphic Transfers:</b> (including international)	\$10	Free
<b>Stop payment on a Draft or copy of a Draft</b>	\$35	Free
<b>Cash Passport Card</b>	1% of AUD equivalent	Product already ceased.

#### Miscellaneous transactions and activities

<b>State Treasury Refund Request</b>	\$25	Fee no longer applicable
--------------------------------------	------	--------------------------

Description	Current Fee	Fee applicable from 12 September 2025
<b>Other fees</b>		
eStatements available via Internet Banking	Free	No change
Printed statements (already issued)	\$5 - \$15	\$1.50 per page
Large cash withdrawals – payable for store withdrawals in cash >\$5,000	n/a	0.15% of total amount
Deposits of coin (\$100 daily deposit limit for un-bagged coins, \$5,000 daily deposit limit for bagged coins)	5% of coin amount	1% of transaction amount
Branch (exchange of notes/coins for alternative denomination of notes/coin)	\$10	Free, however, fees apply if depositing or withdrawing from your account(s)
<b>Historical document retrieval</b> - payable when we provide you with copies of historical documents (greater than 2 years old)	\$20 per hour (min \$20)	\$20 per item regardless of age of document
<b>Interest recalculation fee</b> - Payable when we have to recalculate your loan or deposit interest, including any benefit reviews	\$20 per hour (min \$20)	Not applicable
<b>Account confirmation certificate fee</b> - payable when you request us to supply certificate your accounts or loans by a written certificate, reference or completion of an audit	\$15	Not applicable

Description	Current Fee	Fee applicable from 1 September 2025
<b>Credit card and debit card fees</b>		
Domestic Cash Advance	\$2	No change
Overseas Cash Advance	\$2	\$5
<b>Late payment</b> – charged each time the minimum monthly repayment is not met	n/a	\$25
<b>Replacement of Visa card</b> (within Australia)	\$7-\$11	\$12.50

Description	Current Fee	Fee applicable from 12 September 2025
<b>Credit card and debit card fees</b>		
<b>Replacement of Visa card</b> (overseas)	\$50-\$350	\$55
<b>Card Extraction Fee</b> – urgent request to change the delivery method of card or PIN mailers	n/a	\$45
Emergency replacement of Visa card overseas.	n/a	US\$175^
Administration fee applicable if a replacement request is withdrawn	n/a	US\$50^
Visa chargebacks	\$30	\$25
<b>International Transaction Fee</b> – applies for all transactions (including reversals and cash advances) where you use your card for a foreign currency transaction or for an Australian dollar transaction that is with a foreign merchant or that is processed by an entity or financial institution outside Australia.	3% of the total transaction	3% of transaction value in AUD\$

^Fee is converted to Australian dollars using the exchange rate valid on the day the emergency card is produced.

The following are no longer applicable and will be removed from 12 September 2025:

Fee description	Fee amount
Cheque Books – Cheque Dishonour	\$35
Cheque Books – Stop Payment	\$35
Cheque Books – Customer Cheque copy/enquiry	\$25
Issue Corporate Cheque	\$10
Corporate Cheque Stop	\$22
Stale Corporate Cheque	\$22
Corporate Cheque copy/enquiry	\$20
Cheque Deposit (personal and business)	\$1
Cheque withdrawal (personal and business)	\$1
Cheque Deposit Dishonour	\$7
Foreign Cheque Deposit Dishonour	\$40



## Grandfathered fees and rebates

### Currently applicable on the following products:

- CU+Saver
- Home Loan Access Saver
- All in One
- Home Loan Lifestyle Saver
- Visa Credit

#### Transaction fees and rebates

**Transaction Fees** All grandfathered Transaction Fees that are accumulated against your loyalty rebate will remain as is. Please note that Cheque Services are no longer available.

**Loyalty Rebate** The loyalty rebate that is based upon a combination of the monthly average membership balance plus a member's length of membership will remain as is.

Description	Current Rebate	Rebate applicable from 12 September 2025
-------------	----------------	--

#### Other Rebates

Junior members	\$10 is offset against transaction fees for all Junior members.	Rebate already ceased.
Home Loan Saver Accounts	One fee-free transaction account which is exempt from account keeping and transaction fees.	No change.
Joint Accounts	The first-named member of a joint account receives the benefit of the loyalty rebate.	Rebate already ceased.

Description	Current Fee	Rebate applicable from 1 September 2025
-------------	-------------	---

#### Transaction and other fees

Over the counter cash withdrawal	\$2.50	\$1.50
<b>Inactive Fee</b> – when no transactions have been made on your account for one year or more.	n/a	\$2 per month
<b>Overdrawn Fee</b> – charged on accounts that become overdrawn by \$50 or more in a calendar month.	\$15 (Exceeding available funds fee)	\$10 per month Charged last day monthly
<b>Over Limit Fee</b> – charged when an account remains over limit by \$50 or more for at least 1 day during a calendar month.	\$15 (Exceeding available funds fee)	\$10 per month Charged last day monthly
Visa Cash Advance	\$2	\$5 for overseas cash advances (credit and debit cards) \$2 for domestic cash advances (credit cards only)

\*Fee is converted to Australian dollars using the exchange rate valid on the day the emergency card is produced.

Description	Current Fee	Rebate applicable from 12 September 2025
-------------	-------------	--

#### Service fees

##### VISA AND REDICARD

rediCARD Replacement (within Australia)	\$5	n/a
rediCARD Replacement (overseas)	\$50–\$350	n/a
Visa Card Replacement (within Australia)	\$7	\$12.50
Visa Card Replacement (overseas)	\$50–\$350	\$55
Declined transaction	\$1	Free
rediCARD Courier Fee	\$11	n/a
Registered Post for Visa Card	\$11	\$45
Voucher Request/Retrieval	\$20	\$20 per item
Card Extraction Fee	n/a	\$45
Emergency replacement of Visa card overseas.	n/a	US\$175^
Administration fee applicable if a replacement request is withdrawn	n/a	US\$50^
Visa chargebacks	\$30	\$25

**International Transaction Fee** – applies for all transactions (including reversals and cash advances) where you use your card for a foreign currency transaction or for an Australian dollar transaction that is with a foreign merchant or that is processed by an entity or financial institution outside Australia.

3% of the total transaction

3% of transaction value in AUD\$

#### MEMBER CHEQUE BOOKS

Cheque Dishonour	\$35	Service no longer available
Stop Payment	\$35	Service no longer available
Member Cheque Copy/Enquiry	\$25	Service no longer available

#### CREDIT UNION CORPORATE CHEQUES

Issue Corporate Cheque	\$5	Service no longer available
Corporate Cheque Stop	\$22	Service no longer available
Stale Corporate Cheque	\$22	Service no longer available
Corporate Cheque Copy/Enquiry	\$20	Service no longer available

## Grandfathered fees and rebates

Description	Current Fee	Rebate applicable from 12 September 2025
<b>Service fees</b>		
<b>DISHONOURS</b>		
Direct Debit or Visa Debit	\$15	\$20 charged on the day
BPAY	\$5	No fee
Quick Debit	\$15	\$20 charged on the day
Pay Anyone Rejection (Insufficient Funds)	\$5	n/a
Pay Anyone Rejection (Incorrect Payee Details)	\$15	n/a
<b>Dishonour Fee</b> – charged when payment of a cheque deposited into your account through Bank@Post is rejected.	Free	At cost. Charged on the day
<b>Periodical Payment Dishonour</b> – when payment of a periodical payment from your account is rejected.	\$15	\$20 Charged on the day
<b>Account Combination Fee</b> – charged if we must offset the credit balance of any of your deposit accounts against any debt owing by you to us.	Free	\$5
<b>Forced Payment</b> – direct debit paid on insufficient funds.	Free	\$20
Retrieving cashing vouchers or any other document.	\$20	\$20 per item
<b>EFT Investigation Fee</b> – when payment made to incorrect account or BPAY Biller, including NPP payments; incorrect amount transferred; alleged unauthorised transactions; request to recall funds.	\$20-\$35	\$35
<b>Direct Entry Trace</b> <b>Direct Debit Trace</b> <b>Pay Anyone Trace</b> <b>BPAY Trace</b>	\$35	No change Now referred to as an <b>EFT Investigation Fee</b>

Description	Current Fee	Rebate applicable from 12 September 2025
<b>Service fees</b>		
<b>CHEQUE DEPOSIT</b>		
Cheque Deposit First 10 cheques deposited to the account are free of charge. Charged after the close of business on the last day of the month or upon closure of the account.	\$0.75	Service no longer available
Cheque Deposit Dishonour	\$7	Service no longer available
Foreign Cheque Deposit	\$20	Foreign Currency Cheque Purchase \$12.50 (negotiation – where Convera is able to negotiate directly with its wholesale banking provider to clear and settle the foreign currency cheque).  Foreign Currency Cheque Purchase \$57.50 (collection – where Convera or its wholesale banking provider is required to deal with the issuing bank to clear and settle the foreign currency cheque).
Foreign Cheque Deposit Dishonour	\$40	No fee
Tracing Cheque/Deposit to Another Financial Institution	\$17	Service no longer available
Cheque Destination Trace	\$50	Service no longer available
<b>DIRECT ENTRY</b>		
Direct Entry Trace	\$25	\$35
Direct Debit Trace	\$25	\$35

## Grandfathered fees and rebates

Description	Current Fee	Rebate applicable from 12 September 2025
<b>Service fees</b>		
<b>OTHER FEES</b>		
Large cash withdrawals – payable for store withdrawals in cash >\$5,000	n/a	0.15% of total amount
<b>Historical document retrieval</b> - payable when we provide you with copies of historical documents (greater than 2 years old)	\$20 per hour (min \$20)	\$20 per item regardless of age of document
<b>CREDIT CARD AND OVERDRAFT FEES</b>		
<b>Late payment</b> – charged each time the minimum monthly repayment is not met	n/a	\$25
<b>SPECIALLY REQUESTED SERVICES</b>		
<b>Inward Swift</b> – domestic or international transfer is credited to your account.	n/a	\$6.85
<b>Outward Swift</b> – domestic transfer is debited to your account.	n/a	\$20
Foreign Cash	Free	The greater of 1% of the load/reload amount or \$10
<b>Internet Banking Telegraphic Transfer</b> – (Foreign currency)	\$20	\$20
<b>SPECIAL SERVICES</b>		
Agency Withdrawals	\$10	No longer applicable
Bank Cheque	At cost	Service no longer available
Bank@Post	\$2.90	\$2 per transaction (withdrawal or deposit) Applicable to all credit and debit cards.  Cash deposits are limited to \$9,999.00 per transaction.

Description	Current Fee	Fee applicable from 12 September 2025
Service fees		
INTERNATIONAL TRANSACTIONS		
AMEX Travellers Cheques or foreign currency (Privilege Plus members only pay half the fee)	1.1% of SA equivalent (minimum \$13.20*)	Not available
Visa Overseas Card Transaction Multicurrency Fee	3% of the total transaction	3% of transaction value in AUD\$ This fee is now known as an International Transaction Fee.
National and International Draft	\$15	\$17.50
Telegraphic Transfers: Overnight	\$10	\$30-\$50
Telegraphic Transfers: Same Day	Not available	Not available
AMEX Telegraphic Transfer	\$35	Not available
Incoming Telegraphic Transfers	\$10	Free
Stop Payment on a Draft or copy of a Draft	\$35	Free
Cash Passport	Product already ceased.	
*An additional fee of \$25 applies to any order < A\$250		
MISCELLANEOUS TRANSACTIONS		
Exceeding Available Funds	\$15	\$10
Statement Copy (per statement)	\$5	\$1.50 per page
Transaction Forms (per item)	\$7	Fee no longer applicable.
State Treasury Refund Request	\$25	Fee no longer applicable.
Dormant Account (per account per year)	\$1	\$20 per annum
Coin Handling	5% of total	1% of transaction amount
Staff assisted transfers (includes pay anyone, BPAY and periodical payment transactions)	\$2.50-\$15	\$2

**Important note:** There are additional fees and charges not outlined here that will be applicable to all grandfathered products from 1 September 2025. To view all applicable fees and charges, refer to the Fees and Charges tables in section 5.



**Q: Why have we introduced a fee for Bank@Post transactions?**

**A:** Historically, ICU provided Bank@Post transactions free of charge to ICU members as the number of ICU branches was reduced. This complemented the single branch presence in Wollongong. Following progressive cost increases from Bank@Post, a small transaction fee will be applicable for deposits and withdrawals via Bank@Post. This represents a reduction in the current Community First Bank@Post fees and aims to subsidise the cost of this service. It's important to note that ICU (and Community First) do not earn a profit from this fee, which covers less than half the cost charged to us by Australia Post.

ICU members will also have an additional 12 Community First stores around greater Sydney (including the Central Coast and Lake Macquarie) which they'll be able to access, with eight of them offering cash services and one having a deposit-taking ATM. Additionally, ICU members are able to access Community First branded ATMs in Community First stores free of direct charges.

There are also free ATMs all around Australia, which you can find on the Australian Banking Association website: <https://www.ausbanking.org.au/fee-free-atm-sites/>



## Loan fee changes

The following fees and charges that may occur during your current loan contract are changing. All other fees remain unchanged.

Description	Current Fee	Fee applicable from 12 September 2025
<b>Home and Personal Loans</b>		
<b>Application Fee</b> – Applicable on all approved unsecured and secured Personal loans, Car loans and Overdrafts (on each occasion)	\$200	\$249 Includes fee for registration of the security on the Personal Property Securities Register (PPSR)
Construction Loan Fees	Progress inspections at cost	\$1500 non-package home loans, \$900 package home loans Includes application, progress inspection and draw down fees. Legal fees are additional (at cost)
Legal Fees at Application	At cost – minimum \$440	Included in the Application Fee for one security property
Additional Security Fees	\$220	At Cost
Valuation Fee	At Cost – minimum \$149	1x standard valuation (up to \$550 cost) included in application fee. At cost charges for subsequent securities
Rate Lock Fee	0.15% of application amount or a min of \$500 to a max of \$1,000	\$750
Special Attendance Fee including consent to second mortgage, lease, variation, or substitution of security	Consent Fee \$150 plus at cost fees Guarantee security fees \$220 Property Substitution \$300 plus at cost	\$300 plus at cost fees
Mortgage Discharge Fee	\$350, or \$250 plus legals (contracts prior to 24 October 2019)	\$696 including legals
Redraw Fee	\$50 for Bare Essentials loans (staff assisted only)	All loans \$0 online or \$30 staff assisted
Late Payment Fee (charged at 7 days and again at 14 days late if applicable)	Nil	\$25
Document Copy Fee	\$7	Free

Description	Current Fee	Fee applicable from 12 September 2025
<b>Business Loans</b>		
Business Loan or Overdraft application fee	On application	\$750
Redraw Fees – Business, Commercial or Small Business Loan	\$50 per redraw	All loans \$0 online or \$30 staff assisted
Performance Bond Guarantee Fee (Bank Guarantee Fee)	\$300 per annum or part thereof	\$500 upfront preparation fee, plus \$500 per annum
Description	Current Fee	Fee applicable from 1 September 2025
<b>Overdrafts</b>		
Unsecured personal overdraft Applies to all Visa overdrafts	\$50 per annum	\$5 per month (personal overdrafts with limit of \$1,000 or more), charged on the last day of the month
Mortgage Secured Overdrafts Applies to all Visa overdrafts	No fee	For all Everyday Accounts and Everyday Plus Accounts, \$5 per month on limits of \$1,000 or more, charged on the last day of the month
Business overdraft	\$250 per annum	\$10 per month (all limits), charged on the last day of the month

## Section 6 - Access to Services

# Our store locations

## Services

Under one core banking system, you'll now be able to access the wider branch and ATM network and extended contact centre hours. Members outside of the Illawarra region will be able to access the Community First Bank network of stores (branches) and ATMs.



Please click on any of the store locations for more information

- 1. Bankstown**  
Bankstown RSL  
1 Meredith Street
- 2. Blacktown**  
Blacktown Workers Club  
55 Campbell Street
- 3. Cronulla**  
Suite 109  
Level 1  
28-32 The Kingsway
- 4. Dee Why**  
17-19 Oaks Avenue
- 5. Edgeworth**  
Shop 1  
Building B  
720 Main Road  
Edgeworth Town Square
- 6. Erina**  
Suite 1.03A,  
Platinum Building  
4 Ilya Ave
- 7. Gorokan**  
66-68 Wallarah Road
- 8. Liverpool**  
107 Moore Street
- 9. Mt Druitt**  
Shop 32  
10 Zoe Place
- 10. Narellan**  
Shop 309  
Narellan  
Town Centre
- 11. Penrith**  
Shop 032  
Nepean Village  
Cnr Station Street  
and Woodriff Street
- 12. Warriewood**  
Shop 18  
Warriewood  
Square
- 13. Wollongong**  
38 - 42  
Young Street

Please note that the following locations are cashless:

Erina  
Cronulla  
Blacktown  
Liverpool  
Bankstown



Our Wollongong Young St branch will still be open from 9.30am - 5pm Monday to Friday along with 12 new locations shown on the below map.

In the new year, you may start to see more Community First branding in branch.



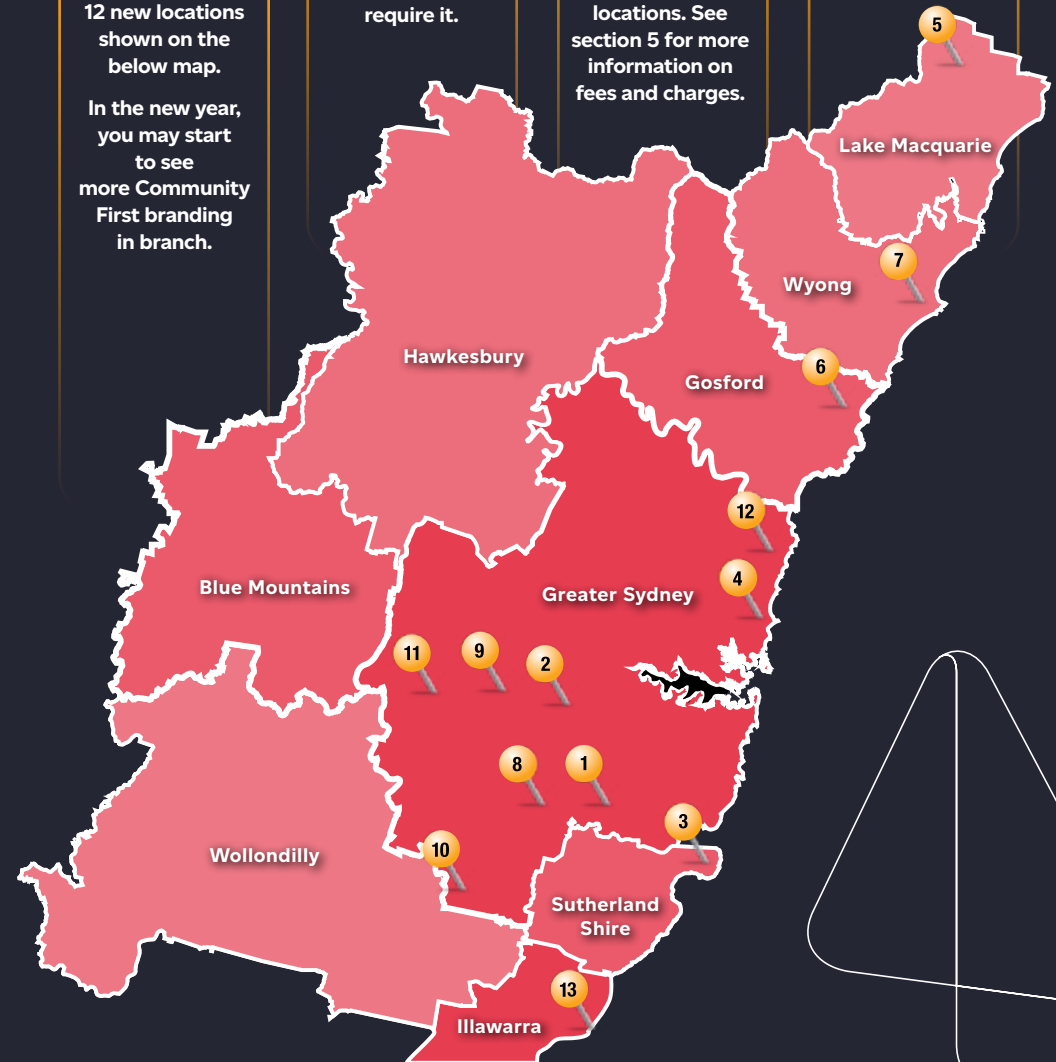
Access to the Community First network of ATMs gives you more choices to access cash when you require it.



Deposits and withdrawals via Bank@Post will remain available at over 3,500 Australia Post locations. See section 5 for more information on fees and charges.



Extended contact centre hours:  
8am - 8pm  
Monday to Friday  
8am - 3pm  
Saturday





## Disclosure Documents

 [illawarracu.com.au/  
legal-information](http://illawarracu.com.au/legal-information)

- Financial Services Guide
- Summary of Accounts, Availability of Access Facilities and Transaction Limits
- Account and Access Facility Terms and Conditions
- Schedule of Fees and Charges
- Target Market Determinations
- Privacy Policy

Before deciding whether to buy any product you should consider your personal circumstances. You should read and consider the Terms and Conditions when deciding to use any product (terms and conditions, fees and charges may apply).

Our product Conditions of Use  
are available at **[illawarracu.com.au](http://illawarracu.com.au)**

## Notes

