

Customer service fees and charges

Westpac PNG



July 2024



Personal Accounts

Fee Description	Amount
Electronic Transaction Account	
Minimum Opening Deposit	K50.00
Paper Withdrawal Fee	K10.00 per transaction
Monthly Maintenance Fee	K5.00
Monthly Dormancy Fee	K5.00
Electronic Transaction Fee	K0.50
Fee Description	Amount
Bonus Saver Account	
Minimum Opening Deposit	K100.00
Paper Withdrawal Fee	K10.00 per transaction
Monthly Dormancy Fee	K10.00
Electronic Transaction Fee	K2.50
Number of Free Transactions Electronic/Paper Withdrawal	1 per month
Term Deposits	
Minimum Opening Balance	K1,000.00
Early Redemption Fee	K100.00

Note: This fee only applies to any new or renewed term deposits which have been broken or redeemed before their maturity dates.

Government Charges

- 15% withholding tax is applicable to all interests paid by any personal or business Fixed Term deposits except for those customers exempted from tax.

1. The fees set out above are reflective of the Product fees only;
2. The corresponding Service fee, on pages 7-9 is also applicable

Non-Personal Accounts

Fee Description	Amount
Business Transaction Account	
Minimum Opening Deposit	K100.00
Paper Withdrawal Fee	K4.00 per transaction
Deposit Fee	K2.00 per transaction
Collection fee for cheques deposited	K2.00 per cheque
Monthly Maintenance Fee	K10.00
Monthly Dormancy Fee	K10.00
Deposit via Electronic Fee	K1.00
Electronic Transaction Fee	K0.50
Unarranged Overdraft Excess Fee	K50.00 per day
Number of Free Transactions	
Deposits	5 per month

- 1. The fees set out above are reflective of the Product fees only;
- 2. The corresponding Service fee, on pages 7-9 is also applicable

Fee Description	Amount
Business Premium Transaction Account	
Minimum Opening Deposit	K100.00
Paper Withdrawal Fee	K2.00 per transaction
Deposit Fee	K2.00 per transaction
Collection fee for cheques deposited	K1.50 per cheque
Monthly Maintenance Fee	K15.00
Monthly Dormancy Fee	K15.00
Electronic Transaction Fee	K0.50
Unarranged Overdraft Excess Fee	K50.00 per day
Number of Free Transactions	
Deposits	15 per month

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Corporate Online (COL)	
Establishment Fee ¹	
Establishment Fee (one-off)	K1,200.00
Plus service fee, if on-site training is required	K295.00 per hour
Access ¹	
Per user Fee	
Standard user	K12.00 per month
Authenticating user	K24.00 per month
Tokens ¹	
Replace lost SecurID® token	K60.00 per item
Fee Description	Amount
Support ¹	
Support maintenance agreement	Nil
Reset Password	Nil
Accounts ¹	
Account transaction information	Nil
Current data updates – automatic	Nil
Current data updates – manual	Nil
Stop cheque request on single or multiple cheque(s)	K30.00 per successful stop

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Payments¹

Domestic Funds Transfer

Westpac to Westpac	K0.50 per transaction
Westpac to Other Bank	K0.75 per transaction

Direct Credit Payment (Bulk File)

Westpac to Westpac	K0.50 per transaction
Westpac to Other Bank	K0.75 per transaction

International Payments

Westpac to Other Bank	K50.00 per transaction
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- I. These fees are generated for the organisation and charged to the office nominated by you for billing and mailing purposes.
- II. These fees are generated for each office within the organisation and are charged to the office that generated the Fee.
 - These fees are generated by all users with an active or locked status.
 - These fees are charged in Papua New Guinea Kina, to a Papua New Guinea billing account, under a Papua New Guinea billing arrangement.

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Service Fees

Fee Description	Amount
Service Fees	
Dishonour	
If Your Cheque is dishonoured (Outward)	K50.00
If a Cheque you deposited is dishonoured (Inward)	K25.00
Stop Cheque Notice	
Single Item	K30.00
Range of Items	K30.00
Lost Card or PIN	
Replacement of damaged/ destroyed Handycard	K10.00
Replacement of lost cards	K10.00
Reissue of Personal Identification Number (PIN)	K5.00
Deposit Book	
Single Books	Free
Duplicate Books	K25.00
Cheque Book*	
50-page Cheque Books	K20.00
100-page Cheque Books	K30.00
200-page Cheque Books	K50.00

*only applies to Government

Fee Description	Amount
Periodical Payments	
To own accounts within Westpac	Nil
To other Westpac accounts	K2.50
To another financial institution account	K25.00
Insufficient funds fee	K50.00
Set-up Fee (one-off payment)	K5.00
Cash Handling	
In excess of K10,000.00	2% fee to be applied across the board for all cash transactions in excess of K10,000.00
Visa Debit Card	
Annual Card Fee – Normal card	K100.00
Annual Card Fee – Hunters card*	K120.00
*Hunters Visa Debit card removed from sale. Existing customers will continue to be charged the annual card fee until card is deactivated.	
Replacement Card Fee	K50.00
Cash Withdrawal at foreign ATM	K20.00
Foreign Exchange Currency Conversion Fee*	2.50%
*This fee is charged by Westpac for any foreign currency transaction. This fee is applied to any converted value made in foreign currency and is included in the transaction amount.	
Audit Certificates/Certificates of Balance	
Certificates	K200.00
Handy Pay	
Westpac	K0.75 per transaction
Other Banks	K1.00 per transaction

Opinions	
Each Opinion requested by other Banks	K40.00
Giving opinions in support of visa application	K60.00
Voucher Tracing	
Voucher Traced Fee	K35.00

Important customer notice.

Prior notice of 30 days would be given on any increase(s) or new fee(s) and charge(s).

The following product are no longer offered

Fee Description	Amount
All In One Account (Product no longer offered from September 2020)	
Withdrawal Fee	K5.00 per transaction
Deposit Fee	K2.00 per transaction
Collection fee for cheques deposited	K1.50 per cheque
Monthly Maintenance Fee	K12.00
Monthly Dormancy Fee	K10.00
Electronic Transaction Fee	K0.60
Unarranged Overdraft Excess Fee	K50.00
Choice Wantok (No longer offered)	
Monthly Maintenance	K2.00
Paper Withdrawal Fee	K4.00 per transaction
Monthly Dormancy Fee	K2.00
Choice Basic Account	
Paper Withdrawal Fee	K4.00 per transaction
Monthly maintenance Fee	K2.00
Monthly Dormancy Fee	K2.00
Electronic Transaction Fee	K0.50

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Corporate Employee Transaction Account

(No longer offered)

Paper Withdrawal Fee	K10.00 per transaction
Electronic Transaction Fee	K0.50
Monthly Maintenance Fee	K5.00
Monthly Dormancy Fee	K5.00

Gold Cash Management Account (No longer offered)

Paper Withdrawal Fee	K5.00 per transaction
Deposit Fee	Nil
Collection fee for cheques deposited	K0.35 per cheque
Monthly Maintenance Fee	K7.50
Monthly Dormancy Fee	K7.50
Electronic Transaction Fee	K5.00
Deposit via Electronic Fee	K0.35

Lawyer Trust Account (No longer offered)

Paper Withdrawal Fee	K2.00 per transaction
Deposit Fee	K2.00 per transaction
Collection fee for cheques deposited	K1.50 per cheque
Monthly Maintenance Fee	K15.00
Monthly Dormancy Fee	K15.00
Electronic Transaction Fee	K0.50
Deposit via Electronic Fee	Nil

Number of Free Transactions

Deposits	20 per month
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Fee Description	Amount
Passbook Account (No longer offered)	
Paper Withdrawal Fee	K2.50 per transaction
Deposit Fee	Free
Monthly Maintenance Fee	K7.00
Monthly Dormancy Fee	K7.00
Government charges	15% withholding Tax applies
Personal Transaction Account (Product no longer offered from September 2020)	
Paper Withdrawal Fee	K5.00 per transaction
Deposit Fee	K2.00 per transaction
Collection fee for cheques deposited	K1.50 per cheque
Monthly Maintenance Fee	K12.00
Monthly Dormancy Fee	K10.00
Electronic Transaction Fee	K0.60
Deposit via Electronic Fee	Nil
Unarranged Overdraft Excess Fee	K50.00 per day
Fee Description	Amount
School Account (No longer offered)	
Paper Withdrawal Fee	K0.75 per transaction
Deposit Fee	K2.00 per transaction
Monthly Maintenance Fee	K5.00
Monthly Dormancy Fee	K10.00
Number of Free Transactions	
Deposits	5 per month

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