



Bank of
Melbourne

Your guide to merchant fees and charges.

Effective date: 9 December 2024



You've got questions? We've got time to talk.



bankofmelbourne.com.au/merchantsupport



Give us a call on **1300 603 266**
Available 24/7



Talk to your **Relationship Manager**

Accessibility support.

Bank of Melbourne welcomes calls through the National Relay Service. If you are deaf, hard of hearing, or have speech/communication difficulty, choose your access option detailed on accesshub.gov.au/about-the-nrs.

Where English is a second language, contact us and a banker can arrange a language interpreter.

Visit bankofmelbourne.com.au/accessibility for further information on our more accessible products and services for people with disability, who are neurodivergent or where English is a second language.

An easy-to-understand guide to our fees and charges.

Thanks for choosing us as your provider for card acceptance processing, whether it's an EFTPOS or eCommerce solution.

This brochure is designed to give you a better understanding of the fees and charges you may incur as part of your agreement with us. It's important that you take the time to read it carefully.

The information outlined in this brochure is current but may change from time to time.

We may introduce new fees and change existing fees where appropriate. Where the new or changed fees relate to a payment facility, we'll give you notice as outlined in the EFTPOS Merchant Agreement Terms and Conditions ("Terms and Conditions").

This brochure contains all service fees payable that may not be detailed in your Fee Schedule enclosed with your offer letter or email. Unless those documents indicate otherwise, the following fees apply and will be payable at the time that the transaction or event occurs.

If you'd like additional help with understanding the fees and charges or have any other questions, call our Merchant Helpdesk on 1300 603 266 or visit bankofmelbourne.com.au/merchantsupport

Important information about Goods & Services Tax (GST).

All fees and charges mentioned in this brochure are exclusive of GST. When charged, all merchant fees and charges are subject to GST unless your Tax Invoice indicates otherwise. For more information on the GST, contact the Australian Taxation Office on 13 28 66.

Fee Summary table

Ongoing Fees		How often is it charged?
Minimum Merchant Service Fee (MSF)	\$25 per EFTPOS or eCommerce facility if the cumulative charges for Mastercard®, Visa®, UnionPay (applicable products^ only), eftpos Purchase and eftpos Cash Out Merchant Service Fees per month fall below \$25.	Monthly
eftpos Purchase Merchant Service Fee*	Charged as a % of the transaction value and/or a flat fee per transaction. Calculated on a gross, net, or volume basis.	Monthly
eftpos Cash Out Merchant Service Fee*	Charged for processing eftpos Cash Out or eftpos Purchase and eftpos Cash Out transactions. It's charged as a % of the transaction value and/or a flat fee per transaction. Calculated on a gross, net, or volume basis.	Monthly
Mastercard/ Visa Merchant Service Fee*	Charged as a % of the transaction value and/or a flat fee transaction on Mastercard and Visa transactions. It excludes UnionPay transactions. Calculated on a gross, net, or volume basis.	Monthly

* Fees as per your fee schedule.

^ Applies for EFTPOS Connect, PayWay, Quickstream and Quest QT720 and QT850 products.

Ongoing Fees (continued)		How often is it charged?
UnionPay Merchant Service Fee	Charged as a % of the transaction value of and/or a flat fee per UnionPay credit and debit card transaction. Calculated on a gross, net, or volume basis.	Monthly
Monthly Terminal Fee*	Standalone EFTPOS terminals from \$22.50 Integrated EFTPOS terminals from \$25	Monthly
Chargeback Fee	\$30 per chargeback	As required
EFTPOS Terminal Stand and Accessories	EFTPOS Connect \$70 per stand \$20 per USB cable \$30 per RS232 & DC cable \$20 per ethernet cable \$24 per power supply EFTPOS Now \$88 per base \$25 per car charger \$4.50 per ethernet cable \$15 per power supply	As required
Equipment Not Returned/ Damaged Fee	Up to \$500	As required

* Fees as per your fee schedule.

Merchant Flat Rate Pricing		How often is it charged?
Flat Transaction Rate Merchant Service Fee*	Charged as a % of the gross or net dollar value processed for Visa, Mastercard, eftpos and UnionPay transactions	Monthly

Additional and Ongoing fees for Merchant Flat Rate Pricing		How often is it charged?
Monthly Terminal Fee	Standalone EFTPOS terminals from \$22.50. Integrated EFTPOS from \$25 as per your Fee Schedule.	Monthly
Chargeback Fee	\$30 per chargeback (eCommerce merchants only, excluding PayWay).	As required
EFTPOS Terminal Accessories	EFTPOS Now \$88 per base \$25 per car charger \$4.50 per ethernet cable \$15 per power supply EFTPOS Connect \$70 per stand \$20 per USB cable \$30 per RS232 & DC cable \$20 per ethernet cable \$24 per power supply	As required
Equipment Not Returned/ Damaged Fee	Up to \$500	As required

* Fees as per your fee schedule.

Fees and charges in detail.

You'll find additional details on our fees and charges below. Fees regarding credit card and debit card transactions are calculated daily for each card type and each fee is rounded up to the nearest cent. All fees are billed as a single amount at the end of each statement cycle. A statement cycle refers to the time between one statement date and the next, which is a calendar month for merchant statements.

The fees and charges specified in your Fee Schedule will apply. These charges include a Goods & Services Tax (GST).

Remember, all merchant fees and charges are subject to GST.

How are fees calculated for Gross, Net or Volume?

Gross.

Gross means that a fee is charged on the value and/or the number of sales transactions. The value and/or the number of refund transactions are not included in the calculation. For example:

Card sales value		Card refunds value		Gross value		Merchant Service Fee rate		Merchant Service Fee charged
\$20,000	-	Not applicable	=	\$20,000	x	1.00%	=	\$200

Card sales volume		Card refunds volume		Gross volume		Merchant Service Fee rate		Merchant Service Fee charged
1,000	-	Not applicable	=	1,000	x	\$0.50	=	\$500

Net.

Net means that a fee is charged on the value and/or the number of sale transactions after subtracting the value and/or the number of refund transactions. For example:

Card sales value		Card refunds value		Gross value		Merchant Service Fee rate		Merchant Service Fee charged
\$20,000	-	\$5,000	=	\$15,000	x	1.00%	=	\$150

Card sales volume		Card refunds volume		Gross volume		Merchant Service Fee rate		Merchant Service Fee charged
1,000	-	200	=	800	x	\$0.50	=	\$400

Volume.

Volume means that a fee is charged on the number of sale transactions in addition to the number of refund transactions. For example:

Card sales value		Card refunds value		Total value		Merchant Service Fee rate		Merchant Service Fee charged
\$20,000	+	\$5,000	=	\$25,000	x	1.00%	=	\$250

Card sales volume		Card refunds volume		Gross volume		Merchant Service Fee rate		Merchant Service Fee charged
1,000	+	200	=	1,200	x	\$0.50	=	\$600

Our fees explained.

Minimum Merchant Service Fee (MSF).

This fee is charged if the cumulative monthly charges for Mastercard, Visa, UnionPay (EFTPOS Connect, PayWay, Quest QT720 and QT850 products only), eftpos Purchase and eftpos Cash Out Merchant Service Fees do not exceed the fee amount, otherwise \$0. This fee applies per terminal for EFTPOS and eCommerce merchant facilities.

eftpos Purchase Merchant Service Fee.

This is the fee we charge you for processing eftpos Purchase transactions. It covers our cost of seeking authorisation from the cardholder’s bank or other financial institution via the eftpos system when the card is used. It also covers the cost of collecting funds from the cardholder’s financial institution and crediting them to your account.

eftpos Cash Out Merchant Service Fee.

This is the fee we charge you for processing ‘eftpos Cash Out’ or ‘eftpos Purchase and eftpos Cash Out’ transactions. It covers our cost of seeking authorisation from the cardholder’s bank or other financial institution via the eftpos system when the card is used. It also covers the cost of collecting funds from the cardholder’s financial institution and crediting them to your account.

Mastercard/Visa Merchant Service Fee (MSF).

When your customers use a Mastercard or Visa card to make a payment, we charge you a Merchant Service Fee which is charged as a percentage of the transaction and/or flat fee per transaction. The Mastercard and Visa Merchant Service Fee is calculated on a gross, net or volume basis.

UnionPay Merchant Service Fee (MSF).

When your customers use a UnionPay credit or debit card to make a payment, we charge you a Merchant Service Fee which is charged as a percentage of the transaction and/or a flat fee per transaction. The UnionPay Merchant Service Fee is calculated on a gross, net or volume basis.

Monthly Terminal Fee.

You're charged this fee when you process transactions through a terminal. This fee covers the cost of providing and maintaining the terminal. The fee varies depending on the type of terminal you use.

Chargeback Fee.

This is a processing fee that applies per chargeback (dispute transaction) received from a debit or credit card customer that has transacted through your payment facility. When chargebacks occur, we run up significant costs to investigate and resolve them, which are only partially recovered by this fee.

EFTPOS Terminal Stand and Accessories.

A fee is charged for each terminal stand (EFTPOS Connect terminal only) and any other EFTPOS cables or accessories that you've requested.

Equipment Not Returned/Damaged Fee.

A maximum fee of \$500 is charged when merchant terminals are not returned to us or when they're damaged due to negligence or misuse during normal business. It's important to remember that any terminals supplied to you remain the property of Bank of Melbourne. To return terminals and hardware, call our Merchant Helpdesk 24/7 on 1300 603 266.

Flat Transaction Rate Merchant Service Fee.

When your customers use an eftpos, Mastercard, Visa or UnionPay card to make a payment, we charge you a flat rate Merchant Service Fee which is charged as a percentage of the transaction value. This is charged on a gross or net basis.



Bank of
Melbourne

Bank of Melbourne acknowledges the Traditional Owners as the custodians of this land, recognising their connection to land, waters and community. We pay our respects to Australia's First Peoples, and to their Elders, past and present.

If you want to accept American Express® or JCB payments, you'll need to enter into a separate merchant agreement with American Express or JCB.

Things you should know: Mastercard® is a registered trademark of Mastercard International Incorporated. Visa® is a registered trademark of Visa International Service Association. American Express® is a registered trademark of American Express. UnionPay is a trademark of UnionPay International Co. Ltd.

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