

# FAQs Paper Statement Fee



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First Option Credit Union Limited ABN 95 087 650 735

AFSL / Australian Credit Licence no. 236 509 BSB no. 802 876

## What is this fee?

A fee of \$2 per paper statement produced.

*This fee does not currently apply to Credit Card statements*



## Why have I been charged?

You have been charged a Paper Statement Fee if you received a paper statement in the mail during the previous month.

This fee is charged a month in arrears. For example, if, in early June, you receive a paper statement relating to the month of May, you will be charged for that statement on 30<sup>th</sup> June.

## When am I exempt from being charged?

You are exempt from this fee if any of the following apply:

- for any statement period where you receive online statements
- you are aged 21 or under
- you are aged 65 or older
- you have a First Option mortgage loan
- in any month where you maintain a Minimum Monthly Balance (MMB) of \$25,000 across all of the accounts within your membership



## How can I avoid this fee?

You can avoid this fee simply by contacting us to register for Online Statements.

*Note that you must be registered for Internet Banking in order to access online statements.*

