

**Macquarie Bank Limited**  
**ABN 46 008 583 542**  
Australian Credit Licence 237502  
A member of the Macquarie Group of Companies

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Offices also in Adelaide, Brisbane, Gold Coast, Melbourne, Newcastle, Perth and Western Sydney



<Name>  
<Address>  
<email>

Dear <name>,

We refer to your recent query related to the change to DEFT payments made at Australia Post.

In relation to the fee referred to in your email, effective from 1 October 2016, a \$2.75\* DEFT processing fee ("Fee") was applied by DEFT for any DEFT payments physically processed at an Australia Post branch. The Fee is comprised of Australia Post's operational cost to facilitate the transaction (which is borne by DEFT) and DEFT's operational cost to process the physical transaction made at the Australia Post branch.

From a disclosure perspective, the Fee is clearly described on the relevant payment slip with respect to any physical payment(s) the payer elects to make at Australia Post i.e. the payer is on notice of the Fee before going to Australia Post, and it is in their discretion to determine which DEFT payment channel is the most appropriate for their needs.

Furthermore, under relevant tax legislation, where the DEFT processing fee is less than \$82.50 (inc GST), DEFT is under no obligation to issue a tax invoice in relation to the DEFT processing fee.

If you have any further queries, please feel free to contact your RM or myself.

Regards

**Tim MacKenzie**  
National head of Strata  
Macquarie Business Banking

\* This fee includes GST

This material has been prepared by Macquarie Bank Limited ABN 46 008 583 542 AFSL & Australian Credit Licence 237502.