




# Better banking for Indigenous consumers report: Case studies

## Harm



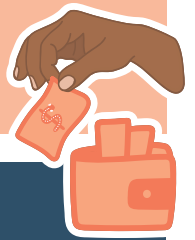
**Dishonour fees** A bank charged Graham\*, a disability support pensioner from regional NSW over \$2,280 in dishonour fees over 12 months.

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**Overdraw fees** Anita\*, who is on a Centrelink parenting payment was charged \$3,606 in overdraw fees in 12 months, despite being eligible for a low-fee account.

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**Account keeping fees** Shelly\* is on a Centrelink carers payment and was charged \$1,772 in account keeping fees over 12 months, despite being eligible for a low-fee account.




## Impact of project




Mali\*, a student receiving AbStudy from Meekatharra, Western Australia was refunded 12 months' worth of overdraw fees (over \$3,382). His nearest branch was 535km away in Geraldton, WA. Previously he would have had to attend the branch to switch to a low-fee account. As a result of this project, the bank changed its processes so that Mali was able to switch to a low-fee account without attending a branch.

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Caroline\*, a single mother on a carer's payment from Hervey Bay, Queensland was refunded 12 months' worth of overdraw fees (over \$4,220). The bank could see she was on a low-income and that she received these Centrelink payments. The bank changed its processes to automatically switch her to a low-fee account without her needing to attend her branch with proof of her concession card.

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Dave\* is on Abstudy and lives in northern Queensland near Yarrabah. He will be refunded \$3,625 in dishonour fees charged to him that could have been avoided on a low-fee account.

