

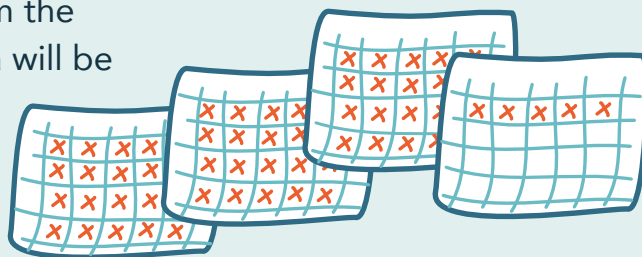
Case studies from ASIC's Better and beyond report



Charlotte*, a **JobSeeker recipient** from the Mandurah region of Western Australia will be

refunded over \$5,200

including **over \$4,160** in accrued dishonour fees by ANZ



Equivalent to approximately
13 weeks of JobSeeker payments



Cassie*, a **single parent** from South Adelaide, South Australia will be

refunded \$2,645

in overdraw fees by Westpac



Equivalent to approximately
110 hours of minimum-wage work



Derek*, a **pensioner** from Chadstone, Victoria has been

refunded \$1,236

for past Bank@Post fees by Bendigo Bank



Equivalent to approximately
one fortnightly Age Pension payment

Note: Names used here do not reflect actual individuals. Banks did not provide ASIC with personal details of customers receiving refunds. JobSeeker, minimum wage and Age Pension equivalents are based on June 2025 figures from Services Australia (JobSeeker/Age Pension) and the Fair Work Ombudsman (minimum wage).