

# Direct Charging FAQs

## **What is Direct Charging?**

In August 2007, the Reserve Bank of Australia (RBA) endorsed an industry-developed proposal for reform of the ATM system in Australia. The result is that ATM owners will now directly charge cardholders a transaction fee for using their ATMs. Bilateral interchange fees between ATM owners and the card issuer will be abolished. The ATM owner can charge what they like and who they like. Where the ATM owner and the card issuer are the same institution, no direct charge would apply, as an institution will not direct charge its own customers.

## **Why is Direct Charging being introduced?**

The RBA has overhauled payment interchange fees. To ensure pricing transparency and improve competition, financial institutions will have to directly charge ATM users instead of each other from 3 March 2009.

## **What is the rediATM scheme?**

The rediATM scheme is made up of numerous ATM owners. An advisory council and a set of operating rules govern the scheme. These rules will be shaped by participant reviews and the scheme has an appointed manager.

## **How many rediATMs are there in the scheme?**

Currently there are over 1,300 rediATMs across Australia, with plans to almost double the size of the network within the next 5 years. This will make it even easier for you to find a rediATM and withdraw cash Direct Charge free.

## **What if I want to dispute the Direct Charge fee?**

You will be advised of the Direct Charge fee at the ATM before you conduct your withdrawal. You will have an opportunity to stop the transaction if you don't want to be charged.

## **How can I avoid the Direct Charge fee?**

By using a rediATM. The rediATM network is your Direct Charge free network.

## **How can I locate my closest rediATM?**

Visit [www.rediATM.com.au](http://www.rediATM.com.au) where there is an easy online locator. The website also provides useful information on the introduction of Direct Charging and any upcoming promotions.