



PERSONAL BANKING

PĒKE WHAIARO

Fees & Limits

Effective 4 August 2025

As part of our identity, Kiwibank worked with multi-disciplinary Māori artist Tristan Marler (Manawa Tapu) to design a set of tohu (cultural motifs or symbols) that represent attributes of our brand and of a thriving community.

Kia Manaaki - Show Heart and uses the Pātiki tohu. Pātiki communicates balance between people and environment to produce a thriving, resilient community that can manaaki, or care, for others.

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Our fees and limits

Effective 4 August 2025

This brochure sets out our fees and limits for:

- Everyday, savings and investment accounts
- Overdrafts
- Credit cards
- Home loans
- International accounts and services.

If we incur any costs specifically for the purpose of carrying out a request from you that isn't covered by our fees, then you must pay the amount of those costs and we may deduct them from your account. However, before we proceed with your request, we'll let you know if these costs might apply, unless they're already mentioned in this brochure or our specific terms.

Fees and limits are subject to change as set out in the General Terms and Conditions or specific terms.

Unless otherwise specified, all amounts shown are in New Zealand dollars.

Kiwibank's lending criteria and terms and conditions apply.

Everyday, savings and investment accounts

Who doesn't pay transaction fees

You don't pay transaction fees on your personal banking everyday and savings accounts if you're:

- under 19 years of age;
- over 65 years of age; or
- a non-profit organisation.

Service fees and International accounts and services fees still apply – see sections below.

Transaction fees

The following are the transaction fees you pay for Kiwibank everyday, savings and investments accounts.

Everyday accounts

	Free Up, Now Account*, Bill Blaster*, Front Runner*
Deposit at Kiwibank branch	\$3 per transaction. No fee for the first deposit each month.
Withdrawal at Kiwibank branch	\$3 per transaction.
Inoperative account management fee	When you haven't initiated any transactions for one year and have a balance of less than \$200 across all your everyday and savings account(s). \$30 per year. This fee is charged across all your everyday and savings account(s). If there's less than \$30 across all your everyday and savings account(s) we'll take whatever balance is in your account(s). Account(s) with \$0 balance before or after the fee is charged will be closed.
Account management fee	No fee

	Free Up, Now Account*, Bill Blaster*, Front Runner*
Transfers – for electronic transfers between your Kiwibank accounts	No fee
Electronic transactions – online, EFTPOS, automatic payment, direct debit, bill payment	No fee
ATM withdrawal**	No fee

Note: An unauthorised overdraft rate of 22% p.a. will apply if your account goes into negative balance or exceeds any agreed overdraft limit. Interest rates are subject to change.

* As of 25 March 2021, customers can no longer open a Now Account, Front Runner or Bill Blaster account. The transaction fees stated above are applicable to existing customers on these accounts.

** There are also service fees relating to other ATM transactions.

Savings accounts

	Online Call, First Saver*	Fast Forward Saver*, Back-up Saver*
Deposit at Kiwibank branch	No fee	\$3 per transaction No fee for the first deposit each month
Withdrawal at Kiwibank branch	No fee	\$3 per transaction
Inoperative account management fee	When you haven't initiated any transactions for one year and have a balance of less than \$200 across all your everyday and savings account(s). \$30 per year. This fee is charged across all your everyday and savings account(s). If there's less than \$30 across all your everyday and savings account(s) we'll take whatever balance is in your account(s). Account(s) with \$0 balance before or after the fee is charged will be closed.	
Account management fee	No fee	
Transfers – for electronic transfers between your Kiwibank accounts	No fee	

	Online Call, First Saver*	Fast Forward Saver*, Back-up Saver*
Electronic transactions – online, EFTPOS, automatic payment, direct debit, bill payment	No fee	
ATM withdrawal**	No fee	

Note: An unauthorised overdraft rate of 22% p.a. will apply if your account goes into negative balance or exceeds any agreed overdraft limit. Interest rates are subject to change.

* As of 24 August 2022, customers can no longer open a First Saver, Fast Forward Saver or Back-up Saver account. The transaction fees stated above are applicable to existing customers on these accounts.

** There are also service fees relating to other ATM transactions.

Investment accounts (including Term Deposits and investments in Kiwibank PIE Funds)

There are no transaction fees on Term Deposits or investments in the Kiwibank PIE Term Deposit Fund, Kiwibank PIE Online Call Fund or Kiwibank Notice Saver Fund.

However, immediate withdrawal or early termination charges may apply as follows:

Kiwibank Notice Saver immediate withdrawal charge	When you request an immediate withdrawal of part or all of your money from Kiwibank Notice Saver without giving the required notice. The amount of the charge varies depending on the amount being withdrawn, the current rate of return for your Notice Saver and the length of the required notice period. The immediate withdrawal charge is based on the lesser of: 1. the amount withdrawn multiplied by the current rate of return divided by the number of days in the year. This is then multiplied by the notice period; 2. the interest earned and accrued over the previous period equivalent to the notice period.
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Kiwibank PIE Term Deposit Fund early termination charge

When you terminate an investment in the Kiwibank PIE Term Deposit Fund before the end of its term. The charge equals the amount to be withdrawn x (days investment/365) x ('actual rate' less 2%) where the 'actual rate' is the rate of return agreed at the time you invested.

For more information, the Kiwibank PIE Term Deposit Fund, Kiwibank PIE Online Call Fund and Kiwibank PIE Notice Saver Terms and Conditions are available at [Kiwibank.co.nz](https://www.kiwibank.co.nz) or your nearest Kiwibank.

Units in the Kiwibank PIE Term Deposit Fund, Kiwibank PIE Online Call Fund and Kiwibank Notice Saver Fund are distributed by Kiwibank Limited and are issued by Kiwibank Investment Management Limited.

Term Deposit early termination charge

When you terminate a term deposit before the end of its term.

The charge applies to the broken portion and will be the **lesser of**:

- the interest rate that applied on the original deposit date for the term actually completed, less 2%; or
- the current interest rate for the term the deposit has been invested less 2%.

For more information, the Kiwibank Term Deposit Terms and Conditions are available at [Kiwibank.co.nz](https://www.kiwibank.co.nz) or your nearest Kiwibank.

Service fees

The following are the fees you pay for services on Kiwibank everyday and savings accounts.

Account access fees

Alerts access	No fee
Internet banking access	No fee
Mobile banking access	No fee Your mobile service provider may charge you data costs for using mobile banking.

Contact Centre high use fee (applies across all your banking)

When you use our Contact Centre:
No fee for first five calls per month, then:

- \$5 per call to a customer service representative.

TXT banking fee

No fee
Your mobile service provider may charge you TXT messaging costs for sending TXTs.

ATMs, EFTPOS card and Visa Debit Card fees

ATM/EFTPOS Card replacement fee

When you ask for a replacement ATM/EFTPOS card.
\$15.

Overseas ATM balance enquiry fee

When you use your ATM/EFTPOS card or Visa Debit Card to make an ATM balance enquiry at an overseas ATM.
\$1 per balance enquiry.

Overseas ATM transaction decline fee

When you use your ATM/EFTPOS card or Visa Debit Card at an overseas ATM and the transaction declines.
\$1 per declined transaction.

Overseas ATM cash withdrawal fee

When you use your ATM/EFTPOS card or Visa Debit Card to withdraw cash at an overseas ATM.
\$6 per withdrawal.

International transaction fee

When you use your ATM/EFTPOS card or Visa Debit Card for a foreign currency transaction.
2.5% of the New Zealand dollar amount once converted.

Visa Debit cash advance fee

When you use your Visa Debit Card to withdraw cash over the counter at another bank or financial institution.
\$6 withdrawal fee.

Visa Debit Card annual fee

What you'll pay to have your Visa Debit Card.
\$10 per card per year (waived for the first year of the first card).



Visa Debit
Card disputed
transaction fee

When you dispute a transaction made using your Visa Debit Card.

\$15 per transaction receipt requested.

The investigation fee may also apply.

Visa Debit Card
replacement fee

When you ask for a replacement Visa Debit Card:

\$15 for standard delivery within New Zealand.

\$20 for urgent delivery within New Zealand.

\$20 for standard international delivery.

\$50 for urgent international delivery.

Set up or change fees

Automatic payments/
recurring transfers/
one-off payment set up
and change fee

When you set up or change an automatic payment/recurring transfer/one-off payment.

No fee for 30 days from account opening, then:

- \$5 per set up/change when done person to person at your nearest Kiwibank, over the phone, via Secure Mail or your Online Relationship Manager;
- \$3.50 per change when done using the automated phone banking system; or
- No fee for set up/change when done by internet banking.

This fee also applies if you choose to skip a scheduled payment/transfer.

Bill payee set up
and change fee

When you set up or change a bill payee.

No fee for 30 days from account opening, then:

- \$5 per set up/change when done person to person at your nearest Kiwibank, over the phone, via Secure Mail or your Online Relationship Manager; or
- No fee when done by internet banking.

Direct debit set up fee

When you set up a direct debit.

No fee for 30 days from account opening, then:

- \$5 per set up.

Other fees

Cheque retrieval fee	When you ask us to retrieve a copy of a cheque. \$15 per cheque.
Investigation fee	When you ask us to investigate something about your account. \$60 per hour. Minimum fee \$15.
Payment retrieval fee	When you make a payment in error and ask us to retrieve the payment (even if the retrieval is unsuccessful). \$20 if the payment in error was made to a Kiwibank account. \$45 if the payment in error was made to an account at another bank.
Same day cleared payment fee	When you ask us to process a same day cleared payment. \$25 per request/payment.
Statement copy fee	When you ask us for a copy of an account statement. \$4 per statement.
Transaction history printout at branch fee	When you ask us for a transaction history printout at your nearest Kiwibank. \$4 per request for a detailed transaction history (available from a Kiwibank banking representative).
Postal statement fee	\$2 per account on the following accounts: ■ Free Up ■ Now Account* ■ Bill Blaster* ■ Front Runner* ■ Fast Forward Saver** ■ Back-up Saver** No fee for postal statements on accounts through which you access an authorised overdraft.

* As of 25 March 2021, customers can no longer open a Now Account, Front Runner or Bill Blaster account.

** As of 24 August 2022, customers can no longer open a Fast Forward Saver or Back-up Saver account.

Limits

The following are the limits that apply to Kiwibank everyday and savings accounts.

Maximum amount for ATM withdrawals	The maximum amount that you can withdraw from ATMs using your ATM/EFTPOS card or Visa Debit Card. \$2,500 per day.
Maximum amount for purchases	The maximum amount that you can purchase using your ATM/EFTPOS card or Visa Debit Card. \$5,000 per day.
Maximum amount for withdrawals and purchases from an account	The maximum amount that you can withdraw from an account using ATM/EFTPOS cards and Visa Debit Cards linked to that account. \$7,500 per day.

A day is from 12.00 midnight to 12.00 midnight, New Zealand time.

Credit cards

As of 27 May 2025, we no longer offer the Air New Zealand Airpoints Low Fee Visa or Air New Zealand Airpoints Platinum Visa. As of 24 November 2021, we no longer offer the Air New Zealand Airpoints Standard Visa. The account fees, service fees and limits stated below for these cards are applicable for customers with existing card accounts as at 27 May 2025.

Account fees

The following are the fees you pay to have a Kiwibank Credit Card account (including Air New Zealand Airpoints™ credit cards). The account fee relates to our costs of administering and supporting your Kiwibank Credit Card account as well as our costs in providing any rewards and benefits available on your Kiwibank Credit Card.

The fees you pay to have a Kiwibank Business Low Rate Visa Credit Card account are set out in Kiwibank's Business Banking Fees and Limits brochure and are also available at [Kiwibank.co.nz](https://www.kiwibank.co.nz).

Zero Visa	No fee
Platinum Visa	\$25 every six months.
Air New Zealand Airpoints Low Fee Visa	\$25 every six months.
Air New Zealand Airpoints Standard Visa	\$25 every six months.
Air New Zealand Airpoints Platinum Visa	\$90 every six months.

Service fees

The following are the fees you pay for services on Kiwibank Credit Cards (including Air New Zealand Airpoints™ Credit Cards). The fees you pay to have a Kiwibank Business Low Rate Visa Credit Card account are set out in Kiwibank's Business Banking Fees and Limits brochure and are also available at Kiwibank.co.nz.

Cash advance fee	Internet banking or mobile app No fee Cash advance in New Zealand – ATM or staff assisted No fee Cash advance overseas – ATM or staff assisted \$6.00 per transaction.
International transaction fee	When you use your credit card for a foreign currency transaction. 1.85% of the New Zealand dollar amount once converted. This will show on your internet banking and mobile app as: ■ 1.0% currency conversion assessment, and, ■ 0.85% foreign currency transaction fee.
Joint/additional cardholder account fee	If you choose to have more than one card linked to your credit card account. The joint/additional cardholder account fee relates to our costs of administering and supporting the additional cardholder's use of your Kiwibank Credit Card, including the costs of administering the rewards and benefits for the additional cardholder. Zero Visa No fee Platinum Visa \$5 per card every six months. Air New Zealand Airpoints Low Fee Visa \$5 per card every six months. Air New Zealand Airpoints Standard Visa \$5 per card every six months. Air New Zealand Airpoints Platinum Visa \$15 per card every six months.

Late payment fee When your minimum payment isn't received by us on or before the payment date shown in your monthly statement.

\$5 per late payment.

Please note when your monthly statement shows an amount due immediately, any payment you make will be applied to this amount before being applied to your minimum payment. This means that you must pay both amounts to avoid being charged this fee.

Replacement card fee

When you ask us for a replacement credit card.

\$9.50 per request.

Urgent card delivery fee – within New Zealand

Courier charge for urgent delivery of a credit card within New Zealand.

\$2.60 per delivery.

Urgent card delivery fee – International

Courier charge for urgent delivery of a credit card worldwide.

Price on application.



Limits

The following are the limits that apply to Kiwibank Credit Cards (including Air New Zealand Airpoints™ Credit Cards). The limits that apply to Kiwibank Business Low Rate Visa Credit Cards are set out in Kiwibank’s Business Banking Fees and Limits brochure and are also available at [Kiwibank.co.nz](https://www.kiwibank.co.nz).

Maximum amount for cash advance	The maximum amount that you can withdraw or transfer from your credit card account. Zero Visa, Air New Zealand Airpoints Low Fee Visa, Air New Zealand Airpoints Standard Visa. \$1,000 per day from ATMs (no maximum number of withdrawals per day). \$5,000 per day over the counter from banks and financial institutions, and via internet banking (limited to two withdrawals per day). Platinum Visa \$3,000 per day from ATMs (limited to five withdrawals per day). \$7,500 per day over the counter from banks and financial institutions, and via internet banking (limited to two withdrawals per day). Air New Zealand Airpoints Platinum Visa \$3,000 per day from ATMs (limited to five withdrawals per day). \$7,500 per day over the counter from banks and financial institutions, and via internet banking (limited to ten withdrawals per day).
Visa contactless payments	For purchases up to \$200, you can make contactless payments without needing to enter your PIN. For purchases of \$200 or more, you can still tap your card on the reader but you’ll need to enter your PIN to confirm the purchase.

International accounts and services

Fees

The following are the fees you pay for foreign currency accounts or for foreign currency transactions on everyday or savings accounts. There are also Credit Card, ATM and Visa Debit international fees which are set out in the Credit Cards and Everyday and Savings Accounts Service Fees sections.

NZD account refers to your everyday or savings account which can be used for foreign currency transactions.

Account fees

Foreign currency account monthly account maintenance fee	No fee
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Service fees

International bank draft stop fee	When you ask us to stop an international bank draft. NZD15 per stop.
Inward international payment fee (into your foreign currency account)	When you receive an international payment from an overseas bank account into your foreign currency account. NZD12 equivalent per transfer.
Inward international payment fee (into your NZD account)	When you receive an international payment from an overseas bank account into your NZD account. NZD12 transfer. If the overseas bank sends the payment via another New Zealand bank, then that bank's fee will apply. Other banks involved in processing the transfer may deduct fees from the amount transferred. These fees vary from bank to bank.

Outward international payment fee – international money transfers and international direct credits

When you send an international money transfer to an overseas bank account from your NZD account or your foreign currency account:

- NZD10 equivalent when done by internet banking with charges SHA¹.
- NZD20 equivalent when done by internet banking with charges OUR².
- NZD25 equivalent when done person to person at your nearest Kiwibank branch or by email with charges SHA¹.
- NZD35 equivalent when done person to person at your nearest Kiwibank branch or by email with charges OUR².

When you send an international direct credit³ to an overseas bank account from your NZD account or your foreign currency account:

- NZD20 equivalent when done by internet banking.
- NZD25 equivalent when done person to person at your nearest Kiwibank branch or by email.

¹ Fees are shared between the sender and beneficiary of the payment: overseas bank fees will be deducted from the payment. This will mean the beneficiary receives less than you have sent.

² Fees are paid by the sender of the payment. You will pay an additional fee, which will be added to your payment fee to cover overseas bank fees. By choosing this option, the full amount you send should reach the beneficiary, however, this is not within Kiwibank’s control and there may be additional fees charged to the beneficiary.

³ Direct credits are only available in Great British Pounds and Australian dollars.

Outward international payment investigation/ amendment/ cancellation fee

When you ask for an investigation in respect of an international payment, or ask for the amendment or cancellation of an international money transfer.

NZD25 per investigation, amendment or cancellation.

Other banks involved in the amendment or cancellation may charge fees. These fees vary from bank to bank. We’ll pass these fees onto you.

Transfers (for electronic transfers between your Kiwibank foreign currency accounts and NZD accounts) No fee

When Kiwibank converts foreign currency into New Zealand dollars, or converts New Zealand dollars into foreign currency, or converts one foreign currency into another foreign currency, Kiwibank makes money on the conversion.



Home loans

Fees

The following are the fees you pay on Kiwibank Home Loans:

Standard home loan fees

Discharge of security fee	When you ask us to fully discharge your mortgage or security. \$35 per request. When you ask us to partially discharge your mortgage or security. \$70 per request.
Fixed rate break costs	Prior to the end of the current fixed term, when you ask to: ■ pay all amounts owing on your term loan early; or ■ pay any part of your term loan early where the total of that payment and any other amounts that you have paid early during that year of your fixed rate period is more than the early repayment limit; or ■ change the interest rate on your term loan during your fixed rate period (for example, change to our variable rate or to another fixed rate) and we agree. The amount of the costs varies depending on the current interest rates and how long the fixed term has left to run. The way we calculate fixed rate break costs is described in Kiwibank's Home Loan Terms and Conditions.
Loan restructure fee	When you ask us to change your existing home loan and/or security by: ■ splitting or combining existing loans; or ■ changing the type of an existing loan. \$25 per change.

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When you ask us to change your existing home loan and/or security by:

- changing the identity of the borrower; or
- changing the identity of the guarantor; or
- changing the identity of the owner of the security; or
- changing the security.

\$50 per change.

Where we're changing multiple existing loans, the fee applies per changed loan.

We don't charge fees for the following changes:

- changing the repayment type on an existing loan from principal and interest to interest only; or
- changing the term or interest only period of an existing loan; or
- changing an existing variable loan to a fixed loan; or
- refixing an existing fixed loan; or
- changing an existing loan to an offset variable loan.

Kāinga Ora – Lenders' Mortgage Insurance fee

First Home Loan

Kainga Ora charge Kiwibank a Lenders' Mortgage Insurance premium of 1.20% of the loan amount to insure your First Home Loan.

The amount of this fee is 1.00% of the loan amount and can be added to the loan.

This fee reimburses Kiwibank for most of the Lenders' Mortgage Insurance premium charged to us.

Kainga Whenua Loan

Kainga Ora charge Kiwibank a Lenders' Mortgage Insurance premium of 0.50% of the loan amount to insure your Kainga Whenua Loan.

The amount of this fee is 0.50% of the loan amount and can be added to the loan.

This fee reimburses Kiwibank for the Lenders' Mortgage Insurance premium charged to us.

Optional home loan service fees

Courier costs	When you ask us to deliver documents to you by courier either within New Zealand or overseas.
Fixed rate lock option fee	When you ask us for a fixed rate lock option. The amount of the fee may vary depending on the amount you want to lock in and how long you want to lock it in for. The amount of the fee will be set out in the Fixed Rate Lock Option Agreement.
Investigation fee	When you ask us to investigate something about your home loan that doesn't relate to the usual day to day operation of your home loan. \$60 per hour. Minimum fee \$15.
Refinancing Package fee	When you choose to use our refinancing package, you'll be using Kiwibank's legal transfer service instead of using your own solicitor. To qualify for the refinancing package free of charge, you'll need to meet certain criteria: ■ your home loan needs to be at least \$50,000; ■ you have 20% equity in the property being used as security; ■ your home loan is secured by a maximum of two securities; ■ if you're using an apartment, townhouse or leasehold property as your security, you may need to obtain (and pay for) a registered valuation; ■ there aren't any guarantors on your home loan; ■ the ownership of the properties isn't changing; ■ the documentation must be signed by the property's owner (not a power of attorney); ■ the refinance can't form part of a series of same day transactions. Note: Your existing lender may charge break costs or discharge fees, and these aren't covered as part of the refinancing package.

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If you don't meet the above criteria, you may still be able to use our refinancing package to refinance to Kiwibank, however you'll need to pay a refinancing package fee.

This fee reflects the legal and other services carried out by Kiwibank agents. The refinancing package fee is calculated as follows:

- \$250 per home loan agreement; and
- \$150 per additional security after the first two.

The refinancing package is not available if:

- there are any guarantors on your home loan;
- the ownership of the properties is changing;
- the documentation is not signed by the property's owner;
- the refinance forms part of a series of same day transactions;
- the security being offered is owned by a trust;
- the security being offered is unencumbered; or
- the refinance is for Business Banking Purposes.

If our refinancing package is not used when refinancing to Kiwibank, you'll need to use your own solicitor. Your solicitor's fees will not be covered by us.



Limits

The following are the limits that apply to Kiwibank Home Loans (including Kiwibank First Home Loans):

Early repayment limit

You can make extra payments in each year of your fixed term of up to 5% of the loan amount on the first day of your fixed term. You could be liable for fixed rate break costs if your total additional repayments exceed 5% of the loan amount at the start of the fixed term loan.

Example 1: lump sum payment – on the 10th of October 2020 you place a loan with a balance of \$100,000 on a fixed interest rate for 2 years.

Each year you'd like to pay a lump sum off your fixed term loan without incurring fixed rate break costs.

- In the year 10/10/2020 – 09/10/2021 you're able to pay a lump sum of \$5,000 (5% of \$100,000 – the amounts owing on the fixed loan at the start date of the fixed term), and
- In the year 10/10/2021 – 09/10/2022 you're able to pay a further lump sum of \$5,000 (5% of \$100,000).

Example 2: repayments above the minimum repayment amount – on the 10th of October 2020 you place a loan with a balance of \$120,000 on a fixed interest rate for 2 years.

You realise you're in a position to make a repayment higher than the minimum repayment of \$2,000 per month. You may increase your repayment for the fixed term up to \$2,500 per month. This is made up of the minimum repayment of \$2,000 plus 5% of the amounts owing on the fixed loan divided by 12 months ($\$2,000 + (5\% \times \$120,000 / 12)$).

All you need

Kiwibank offers a full range of accounts and services to suit your needs.

To find out more call us:

- If **you** are calling from within New Zealand, freephone on 0800 523 523.
- If **you** are calling **us** from **overseas**, phone collect through an International Operator on 64 (9) 985 5000, 24 hours a day.

Visit us

At your nearest Kiwibank.

Go online

[Kiwibank.co.nz/personal-banking](https://kiwibank.co.nz/personal-banking)



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