

Merchant Statement Guide

Understanding your transaction
and service fees.

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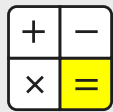
Welcome To Your Merchant Statement Guide

Thanks for choosing CommBank's merchant services. We've created this guide to help you understand your merchant statement.

The guide explains:



Where to find key information on your statement – and what it means.



How you can use the information on your statement to calculate surcharging (if you choose to surcharge).



Other frequently asked questions about surcharging.



An overview of your statement

For every month that you pay fees for your CommBank merchant facilities, we'll send you a statement outlining:

- your merchant account details
- any transaction and service fees you have paid.

Interchange Plus statement – an overview.

Commonwealth Bank
Commonwealth Bank of Australia
ABN 48 123 123 124

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Merchant Tax Invoice

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Your transaction fees breakdown
Your transaction fees breakdown

Category	Amount
Scheme fees	\$127.37
Ancillary fees	\$118.00
Merchant service fees	\$454.52
Credit Interchange fees	\$414.61

The essentials
Your month at a glance

Your Plan	Interchange Plus
Statement period	01 May - 28 May 2023
Transaction net total	\$ 134,236.11
Total fees paid	\$1,114.50 (Incl GST of \$24.43)

If you have questions, give us a call at 1800 230 177 or visit commbank.com.au/merchants for more information.

All fees include GST unless stated otherwise.

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If you're on an **Interchange Plus** pricing arrangement, you'll be charged certain fees whenever a customer uses a card to pay you.

1 Here's where you'll find your merchant details – your **merchant number**, account number, address and BSB.

If you need to call us about your merchant facility, please quote your **merchant number**.

2 If you have multiple stores and have opted in to a headquarter arrangement, your headquarter ID will show here.


Your statement will show a breakdown of fees from each store or business location.

3 **Your Transaction fee breakdown**

The pie chart shows you all the fees you have been charged during the month, and may include:

- Merchant service fees
- Interchange fees
- Scheme fees
- Ancillary fees

Your transaction summary – page 2



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Statement Month **May 2023**

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Your transaction summary

Card transactions processed by scheme type

Card Type	Total transactions	Total sales	Total returns transactions	Total returns sales	Net totals
Visa	2,083	\$65,452.00	1	-\$250.00	\$65,202.00
MasterCard	1,761	\$53,733.56	0	\$0.00	\$53,733.56
Eftpos	444	\$15,300.55	0	\$0.00	\$15,300.55
Totals					\$134,236.11

All fees include GST unless stated otherwise

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Surcharging information

Cost of Acceptance information to assist you with surcharging

Calculated timeframe Monthly	Net Sales	Cost of Acceptance	
		(\$)	(%) of net sales
01			
Visa Credit	\$22,265.30	\$245.45	1.10%
Visa Debit/Pre-Paid	\$42,938.70	\$288.57	0.67%
MasterCard Credit	\$20,068.75	\$231.40	1.15%
MasterCard Debit/Pre-Paid	\$33,664.81	\$237.94	0.71%
Eftpos	\$15,300.55	\$111.13	0.73%

This information can be used to calculate your own cost of acceptance in good faith. More information about calculating the cost of acceptance and applying surcharges is available at www.commbank.com.au/merchantsupport

You should review your cost of acceptance at least once in each financial year.

Please note: This statement contains your monthly Cost of Acceptance, which you can use as a guide for your annual Cost of Acceptance. Your annual Cost of Acceptance information will be included in June statements each year.

Ancillary fees summary

Ancillary costs relating to your merchant facility

<p>Authorisation fees </p> <p>Total \$0.00</p>	<p>Facility fees </p> <p>Total \$118.00</p>	<p>Facility Maintenance fees </p> <p>Total \$0.00</p>
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Your transaction summary

This section shows the number of purchase and refund transactions you've processed by card type (e.g. Mastercard, Visa, eftpos).

The net total equals the total sales, less total returns transactions.

Total transactions: Number of transaction or sales, broken down by card type.

Total sales: Value of those sales by card type.

Total returns: Number of sales that were refunded or returned.

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Surcharging information

If you choose to charge your customers for using a card, you can refer to your merchant statement to calculate your own cost of acceptance.

See **Surcharging – what you need to know** on page 9.

Fees in detail

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Ancillary fees summary Cont.

Stationery fees	Chargeback fees	Other fees
Total \$0.00	Total \$0.00	Total \$0.00
Total		\$118.00

All fees include GST unless stated otherwise

Fees - in detail

6 Merchant service fees
Fees relating to servicing your merchant facility

	Total turnover	Rate	Total transactions	Rate	Net totals
Visa credit sales	\$22,265.30	0.3000%			\$66.81
Visa debit/prepaid sales	\$43,186.70	0.3000%			\$129.56
Visa debit/prepaid returns	-\$250.00	0.3000%			-\$0.75
Mastercard credit sales	\$19,860.75	0.3000%			\$59.60
Mastercard debit/prepaid sales	\$591.30	0.3000%			\$1.77
Mastercard debit sales	\$33,073.51	0.3000%			\$99.22
Mastercard international sales	\$208.00	0.3000%			\$0.63
Eftpos sales			444	\$0.2200	\$97.68
Total					\$454.52

All fees include GST unless stated otherwise

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Merchant service fees

Here's where you'll find the fees that cover the costs you incur when your customers pay with a card e.g. Mastercard, Visa, eftpos.

The amount you pay in Merchant service fees depends on your turnover, transaction volume, types of cards used and/or how your transactions are routed using least cost routing (if available on your merchant facility).

We calculate 'average ticket size' by dividing your total turnover by the number of transactions.

Fees in detail *cont.*

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Credit Interchange fees

Fees set by Visa / MasterCard paid to the cardholder's bank.

Transaction by Credit Interchange type	Total turnover	Rate	Total transactions	Rate	Net totals
Visa credit super premium (Visa rewards electronic) rate sales	\$224.20	0.7700%			\$1.73
Visa credit super premium (Visa signature electronic) rate sales	\$1,638.80	0.8470%			\$13.89
Visa credit super premium business (commercial electronic) rate sales	\$325.90	0.8800%			\$2.87
Visa credit corporate (commercial electronic) rate sales	\$153.00	0.8800%			\$1.35
Visa credit purchasing (commercial electronic) rate sales	\$287.90	0.8800%			\$2.53
Visa credit electronic (consumer) rate sales	\$7,447.80	0.2310%			\$17.21
Visa credit electronic (platinum) rate sales	\$11,405.30	0.7590%			\$86.57
Visa credit business (commercial electronic) rate sales	\$542.50	0.7700%			\$4.18
Visa debit tokenised contactless low value (<=AUD15.00) rate sales			109	\$0.0550	\$6.00
Visa debit/prepaid tokenised contactless (>AUD15.00 to <= AUD50.00) sales	\$2,725.65	0.2200%			\$6.00
Visa debit/prepaid tokenised contactless other sales	\$2,637.20	0.2200%			\$5.80
Visa debit electronic rate sales			1,064	\$0.0440	\$46.82
Visa debit Gold Card Present rate sales			4	\$0.0770	\$0.31
Visa debit premium (platinum electronic) rate sales			3	\$0.1100	\$0.33
Visa debit/prepaid card present rewards sales			1	\$0.1100	\$0.11
Visa debit business/corporate (commercial electronic) rate sales	\$2,009.45	0.2200%			\$4.42
Visa debit standard rate returns	-\$250.00	0.2200%			-\$0.55

7 Interchange fees


This section itemises your transaction fees for each card type.

Your interchange fees are set by **Mastercard** and **Visa** and help cover the cost of services they provide, including fraud prevention, enabling payments and cancelling lost and stolen cards.

Here's how these fees are charged:

- **Mastercard** and **Visa** charge a percentage of the transaction value or dollar amount per transaction.

Fees in detail *cont.*



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Scheme fees

Fees for processing debit and credit transactions

Scheme transaction	Total turnover	Rate	Total transactions	Rate	Net totals
Visa domestic Commonwealth Bank cards	\$3,134.60	0.0097%			\$0.30
Visa domestic other bank cards	\$62,077.50	0.0421%	1,991	\$0.0232	\$72.33
Visa international card scheme fee	\$239.90	0.2200%			\$0.53
Visa international service assessment fee	\$239.90	0.8800%			\$2.11
Mastercard domestic Commonwealth Bank cards	\$15,851.95	0.0451%			\$7.15
Mastercard domestic other bank cards	\$37,673.61	0.1167%			\$43.97
Mastercard international card scheme fee	\$208.00	0.0304%			\$0.06
Mastercard cross border transaction assessment fee	\$208.00	0.4400%			\$0.92
Total					\$127.37

All fees include GST unless stated otherwise



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Ancillary fees

Itemised ancillary costs relating to your merchant facility

Facility fees	Number	Rate	Net totals
Terminal rental fee	4	\$29.5000	\$118.00
Total Facility fees			\$118.00
Facility maintenance fees			
Monthly access fee	1	\$0.0000	\$0.00
Total Facility maintenance fees			\$0.00
Total			\$118.00

All fees include GST unless stated otherwise

8 Scheme Fees

Scheme fees are fees for processing debit and credit transactions that you may be charged, in addition to the Interchange fee. Scheme fees are based on fees charged by Visa, Mastercard and eftpos for processing your card transactions.

9 Ancillary fees

This section provides a detailed breakdown of any extra fees you're charged for your merchant facility such as terminal rental fee, monthly access fee, authorisation fees, chargeback fees or stationery fees. Please note a summary of these ancillary fees is displayed earlier in your statement.

Calculating your surcharge



To calculate your surcharge, you can:

- Use the **Surcharging information** section of your merchant statement as a guide for calculating your own cost of acceptance
- You can calculate your surcharge as:
 1. One surcharge or rate for all card purchases, which is the lowest rate across all card types.
 2. A different surcharge or rate for each scheme (e.g. one for Mastercard and one for Visa).
 3. One surcharge for credit card transactions and another for debit card transactions.

Here are some practical examples of managing card surcharges:

Case study 1: Applying a single surcharge rate (example only).

Sally Brown's Bagels is a small business based in Hurstville, Sydney. Sally has been running her business for over one year. She decides to review the amount she surcharges her customers for paying by card.

Sally's monthly turnover is fairly stable, so she decides to use a monthly average to calculate her cost of acceptance. Because she accepts a lot of different card transactions, Sally decides that charging one surcharge for all card transactions is the most suitable method for her business.

Surcharging – what you need to know

To cover the cost of processing card payments, you can add a surcharge amount or percentage to your customers.

You can only charge the Cost of Acceptance, which is what it costs you to accept the payment. Once you have determined your Cost of Acceptance for each card type, you can enable and manage surcharging for your merchant facilities.

Sally checks the Surcharging information section in her merchant statement and sees that her lowest Cost of Acceptance across all card types is 0.67%. After considering other costs that she has incurred for card transactions, she chooses to apply a surcharging rate for every transaction based on the lowest Cost of Acceptance across all card types of 0.67%.

Surcharging information
Cost of Acceptance information to assist you with surcharging

Calculated timeframe	Net Sales	Cost of Acceptance	
		(\$)	(%) of net sales
01 Monthly			
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You should review your cost of acceptance at least once in each financial year.

Please note: This statement contains your monthly Cost of Acceptance, which you can use as a guide for your annual Cost of Acceptance. Your annual Cost of Acceptance information will be included in June statements each year.

If Sally's cost of acceptance was listed a N/A on her merchant statement, she would not add a surcharge.

Other questions about surcharging

How often should I review my cost of acceptance?

Most businesses should review it once a year. But if your business is seasonal, or your transactions fluctuate substantially each month, you can choose to change your limit each month, based on your merchant statements.

I have stores at different locations – what can I surcharge?

If you own multiple stores under the same legal entity, you can average the surcharge rate across your stores for each card type, so long as all stores are under the same legal entity. However, you're unable to average the Cost of Acceptance per valid, individual merchant number you have with us nor surcharge using the average of all card types.

Are there any other costs that I can include in my surcharge calculations?

Yes, you can include other costs that you can verify with contracts, statements or invoices that you incur for using cards, including:

- payment gateway or fraud prevention services referable to card schemes (such as Visa, Mastercard, and eftpos);
- rental and maintenance of payment card terminals that process card scheme transactions (such as from Visa, Mastercard, and eftpos).

We're here to help

If you have any further questions about your statement or charges, we'd be happy to help you.



Call **1800 230 177** 24 hours a day, 365 days a year.



Visit **commbank.com.au/merchantsupport**