

Notice of changes to Your Credit Card Terms and Conditions and Other Important Information

These changes form part of, and must be read in conjunction with Your existing Credit Card Terms and Conditions and Other Important Information. These changes are effective on the dates set out below.

It is important that You read this notice carefully and retain it for Your records.

Interpretation of this Notice

1. If a clause or sub clause is not specifically mentioned in this document it remains unchanged.
2. Clause numbers as listed in this notice relate directly to the clause numbers in Your terms and conditions.

Changes to Your Credit Card Terms and Conditions and Other Important Information with an effective date of 1 November 2018

The Australian Financial Complaints Authority or AFCA is a single financial services external dispute resolution scheme, replacing the Financial Ombudsman Service, the Credit and Investments Ombudsman and the Superannuation Complaints Tribunal. From 1 November 2018, if an issue has not been resolved to Your satisfaction, You can lodge a complaint with AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers.

This change is applicable to all terms and conditions documents which feature the Financial Ombudsman Service.

Changes apply to following sections:

- **PART A: CREDIT CARD TERMS AND CONDITIONS**

- Section 10 – Solving Problems**

- Error/dispute resolution**

Remove:

Financial Ombudsman Service Limited at:
GPO Box 3,
Melbourne, VIC 3001
Telephone 1800 367 287
www.fos.org.au

Replace with:

Australian Financial Complaints Authority (AFCA) at:
GPO Box 3,
Melbourne VIC 3001
Telephone: 1800 931 678
(free call)
Email: info@afca.org.au
Website: www.afca.org.au

- **PART C: CREDIT GUIDE**

- Alternate dispute resolution paths**

- Financial Ombudsman Service and How to contact FOS**

Remove:	Replace with:
<i>Financial Ombudsman Service</i>	<i>Australian Financial Complaints Authority</i>
<i>The Financial Ombudsman Service Limited (FOS)</i>	<i>The Australian Financial Complaints Authority (AFCA)</i>
<i>How to contact FOS</i>	<i>How to contact AFCA</i>
<i>Post GPO Box 3, Melbourne VIC 3001</i>	<i>Post: GPO Box 3 Melbourne VIC 3001</i>
<i>Phone 1800 367 287</i>	<i>Telephone: 1800 931 678</i>
<i>Fax 03 9613 6399</i>	<i>[free call]</i>
<i>Email info@fos.org.au</i>	<i>Email: info@afca.org.au</i>
<i>Website www.fos.org.au</i>	<i>Website: www.afca.org.au</i>

**9am – 5pm AEST. Calls will be charged for the cost of a local call from landlines. Calls from mobile phones will be charged at the applicable rate from Your carrier.*

- **PART D: INFORMATION STATEMENT**

- Things You Should Know About Your Proposed Credit Contract**

Remove:	Replace with:
<i>Your Credit Provider’s external dispute resolution scheme</i>	<i>the AFCA scheme</i>

- THE CONTRACT**

- Section 9 – Is there anything I can do if I think that my contract is unjust?**

Remove:	Replace with:
<i>Your Credit Provider’s external dispute resolution scheme.</i>	<i>the AFCA scheme</i>
<i>External dispute resolution is</i>	<i>The AFCA scheme is</i>
<i>Your Credit Provider’s external dispute resolution provider is</i>	<i>The AFCA scheme</i>
<i>Financial Ombudsman Service Limited.</i>	<i>can be contacted at</i>
<i>www.fos.org.au</i>	<i>1800 931 678 (free call),</i>
<i>1800 367 287</i>	<i>info@afca.org.au, www.afca.org.au</i>
	<i>and by writing to GPO Box 3, Melbourne VIC 3001.</i>

GENERAL

Section 15 – What if my Credit Provider and I cannot agree on a suitable arrangement?

Remove:	Replace with:
<i>external dispute resolution scheme that Your Credit Providers belongs to</i>	<i>AFCA scheme</i>

Section 16 – Can my Credit Provider take action against me?

Remove:	Replace with:
<i>the Credit Provider's external dispute resolution scheme</i>	<i>the AFCA scheme</i>

Section 17 – Do I have any other rights and obligations?

Remove:	Replace with:
<i>YOUR CREDIT PROVIDER'S EXTERNAL DISPUTE RESOLUTION SCHEME</i>	<i>THE AFCA SCHEME</i>
<i>EXTERNAL DISPUTE RESOLUTION IS</i>	<i>THE AFCA SCHEME IS</i>
<i>YOUR CREDIT PROVIDER'S EXTERNAL DISPUTE RESOLUTION PROVIDER IS THE FINANCIAL OMBUDSMAN SERVICE LIMITED AND CAN BE CONTACTED AT GPO BOX 3, MELBOURNE VIC 3001 OR BY CALLING 1800 367 287 OR VISITING FOS.ORG.AU</i>	<i>THE AFCA SCHEME CAN BE CONTACTED AT 1800 931 678 (FREE CALL), INFO@AFCA.ORG.AU, WWW.AFCA.ORG.AU AND BY WRITING TO GPO BOX 3, MELBOURNE VIC 3001.</i>

Changes to Your Credit Card Terms and Conditions and Other Important Information effective 27 December 2018

Changes applying to the section titled **PART A: CREDIT CARD TERMS AND CONDITIONS**

- **Section 2 – Use Of Cards And The Account**

Credit limits and other limits

We are inserting a new clause which gives You an entitlement to request a reduction in Your Credit Limit by contacting Us, including through Internet Banking.

Accordingly, a new paragraph is inserted at the bottom of the ***Credit limits and other limits*** section, above the heading ***Additional Cards*** as follows:

You are entitled to reduce Your credit limit to any amount that equals, or exceeds, the minimum credit limit for Your product. To request a reduction in Your credit limit You can contact Us, including by making a request through Internet Banking. You will need to ensure Your Account balance does not exceed the requested credit limit before We can make the credit limit reduction. We will reject transactions until that happens where We can (however We are unable to reject some transactions e.g. because of network rules or systems constraints), and We will tell You if there is anything else You need to do for Us to complete Your request.

- **Section 5 – Special Promotions and Balance Transfers**

- ***Fixed Payment Options***

The way We calculate interest has now changed. As such, if You do not pay the Monthly Instalment by the Payment Due Date We will now charge interest on that Monthly Instalment at the non-promotional rate from the day after the Payment Due Date.

Accordingly, the words “*the day after*” are inserted in the first sub-paragraph of the fourth bullet point under the heading ***Fixed Payment Options***, such that the sub-paragraph now reads as follows:

- *that Monthly Instalment will, from the day after the Payment Due Date, be charged interest at the non-promotional rate; and*

- **Section 6 – Statements and other notices**

- ***Statement of account***

The way We will send You statements has now changed. Accordingly, the second sentence in the first paragraph under that heading which starts “*We will send You a statement at least every 6 months*” is deleted in its entirety, and replaced with the following:

You may also request statements, and We will also send one whenever required by any applicable code.

- **Section 7 – Default, Suspension And Closure**

- ***When You can close Your Account and cancel any Payment Facility***

You are currently entitled to request that We close Your Account, however We are amending the clause to make it clearer that You can request that Your Account be closed and Your credit contract be terminated. You are able to do this by contacting Us, including through Internet Banking.

Accordingly, We have made the following changes:

The heading ***When You can close Your Account and cancel any Payment Facility*** is deleted and replaced with ***“When You can cancel any Payment Facility, close Your Account and terminate Your credit contract”***.

The first paragraph under that heading which starts *“You may close Your Account”* is amended by adding the following sentence at the end: *“You can contact Us to request an Account closure through Internet Banking”*.

The second paragraph under that heading which starts *“If You close Your Account, Your credit contract will end 30 days after the date You ask Us to close Your Account”* is deleted in its entirety, and replaced with the following:

We will process the request to close Your Account as soon as is practicable, once the balance of Your Account is zero.

The first sentence in the third paragraph which starts with *“if You wish to close Your Account”* is amended to insert the words *“and terminate Your credit contract”* so that the sentence reads *“if You wish to close Your Account and terminate Your credit contract You are required to:”*

After the paragraph which starts *“if You wish to close Your Account”*, the following paragraph is added:

We will tell You if there is anything else You need to do for Us to complete Your request.

- **Section 8 – Interest charges**

- ***Interest free period***

The way We calculate interest has now changed. As such, the heading ***Interest free period*** and everything which follows after it has been deleted and replaced with the following paragraphs. However, the previous terms continue to cover how interest on the Retail Purchase Balance will be calculated for days up to and including 26 December 2018. You will have an interest free period starting on 27 December 2018 if on the last Payment Due Date up to 26 December 2018 You paid the Closing Balance from the last statement of Account (excluding any Fixed Payment Option balance not due for payment by that Payment Due Date):

- ***Interest free period***

An interest free period may apply to the Retail Purchase Balance.

An interest free period starts on the day Your Account opens.

Once an interest free period starts, it continues until You fail to pay by a Payment Due Date the Closing Balance from the last statement of Account (excluding any Fixed

Payment Option balance which isn't due for payment by that Payment Due Date). The daily interest calculation will commence the day after that Payment Due Date.

Another interest free period will commence when You pay the Closing Balance from a statement of Account by the Payment Due Date on that statement (excluding any Fixed Payment Option balance which isn't due for payment by that Payment Due Date). The interest free period starts on the day You pay that Closing Balance.

- **Section 17 – Dictionary**

Definitions

The definition for **Retail Purchase Balance** has been adjusted to remove mention of 'overlimit fee' as it does not apply and is now as follows:

Retail Purchase Balance means the outstanding balance of all purchases (not including Cash Advances, Special Promotions, or Balance Transfers as determined by Us in Our discretion), together with any related interest and fees, and any interest or fees which are not related to a specific balance type (e.g. annual fee and interest on it).

