

World Debit Mastercard™ Terms and Conditions

This document contains the terms and conditions for the World Debit Mastercard. The terms and conditions applicable to the Debit Mastercard® detailed in the [Transactions, Savings and Investment Account Terms and Conditions](#) and [Electronic Banking Terms and Conditions](#) also apply to the World Debit Mastercard, in addition to the terms and conditions contained in this document. To the extent of any inconsistency between them, the terms and conditions contained in this document prevail.



What is a World Debit Mastercard?

A World Debit Mastercard is a premium Debit Mastercard that is linked to your CommBank transaction account and debits money from this account to make purchases. It includes a range of extra benefits which are detailed below.

Please refer to the [Transactions, Savings and Investment Account Terms and Conditions](#) for the full terms and conditions which apply to your CommBank transaction account.

Where can I use my World Debit Mastercard?

Use your World Debit Mastercard to pay for purchases wherever Debit Mastercard is accepted worldwide (including by mail order, telephone or online).

What are the benefits I get with my World Debit Mastercard?

You receive the following benefits with the World Debit Mastercard:

- \$0 CommBank fees for international purchases and ATM cash withdrawals – as per the fee table outlined in this document
- Access to Mastercard Airport Experiences provided by LoungeKey which includes two complimentary lounge visits per calendar year¹
- Included international travel insurance for you, your spouse and eligible accompanied children for up to 21 days per trip²
- Extra cover including price guarantee, purchase security insurance and extended warranty insurance²
- Exclusive offers offered through Mastercard Priceless® Specials³

¹ Only two complimentary visits (including accompanying guest) per cardholder in each calendar year. Excess visits are charged directly to your World Debit MasterCard as per the prevailing rates. Offers vary by location, see airport.mastercard.com or app for more details. Cardholder must identify themselves as LoungeKey member prior to accessing lounge. When visiting a lounge, a pre-authorisation will be performed as a means to authenticate your World Debit Mastercard has not been reported as lost, stolen or cancelled. This will mean a hold of USD\$32 per visit per person will be placed to confirm your card is eligible and released 3-5 days from visit if your visits are complimentary. If you do not have any complimentary visits available to you, you will be charged the prevailing lounge visit fee. For a full list of the Terms and Conditions of Use, Frequently Asked Questions, visit airport.mastercard.com

² Full terms and conditions are set out in the World Debit Mastercard Insurances Product Disclosure Statement and Information Booklet located [here](#). You will need to activate your travel insurance for each trip in order to have a comprehensive level of cover. If you don't activate, you'll receive personal liability cover and overseas emergency medical assistance and overseas emergency medical and hospital expenses cover only. We are not the insurer in relation to this cover. The insurance is issued and administered by Cover-More Insurance Services Pty Ltd (AFSL 241713, ABN 95 003 114 145) on behalf of the insurer Zurich Australian Insurance Limited (AFSL 232507, ABN 13 000 296 640). Restrictions, exclusions (including existing medical conditions and persons aged 80 years or over), limits and excesses may apply to all insurances.

³ Mastercard Priceless® Specials are a curated selection of deals exclusive to Mastercard® cardholders, provided by Mastercard®. To access Priceless® Specials and view their full Terms of Use visit specials.priceless.com.

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What are the fees on my World Debit Mastercard?

Please refer to [Transactions, Savings and Investment Account Terms and Conditions](#) for a full list of fees of **your existing** CommBank transaction account.

The following fees, in addition to the above relate to the World Debit Mastercard.

Fees		How much is it?
Monthly card fee		\$10 per month
A fee charged for the card.		
Access fee This fee is charged by CommBank when you withdraw or make purchases outside of Australia.	International purchases, that is, purchases made : <ul style="list-style-type: none"> • Overseas • In Australia (for example online), where the merchant is located overseas or the financial institution is entity processing the transaction is located overseas 	\$0
	When you take out money at : <ul style="list-style-type: none"> • ASB Bank ATMs in New Zealand • CommBank ATMs outside Australia 	\$0
	Any other ATM withdrawal overseas	\$0
	Any other cash withdrawals overseas This includes over-the-counter cash withdrawals	\$5 plus 3% of transaction value

Things you should know:

- Third parties (such as third-party ATM owners or merchants) may charge a fee for use of a card. This is not a fee charged by CommBank.
- The access fee may be shown on your statement by another name, such as an international transaction or bank withdrawal fee.
- The access fee for cash withdrawal overseas applies to the purchase of items that we consider equivalent to cash, such as money transfers, traveller's cheques or prepaid cards.

Canceling my World Debit MasterCard

You can cancel your World Debit Mastercard card by calling **13 2221** or by visiting your local Commonwealth Bank branch. If you cancel your World Debit Mastercard you may not be eligible to re-apply for the card. You may apply for any Debit Mastercard you are eligible for other than the World Debit Mastercard upon cancellation. Cancellation of your World Debit Mastercard will not impact your existing transaction account and it will continue to remain active.

If you cancel your card, any direct debits linked to the card will be stopped. Please also refer to the [Electronic Banking Terms and Conditions](#) for further information around Debit Mastercard cancellation.

When we can cancel your World Debit Mastercard

We may cancel the World Debit Mastercard card at any time giving you reasonable notice in writing¹.

We may cancel your World Debit Mastercard without telling you:

- If you haven't activated it within the offer period
- if you haven't used it for six months
- If we think your account is being used fraudulently or in a way that might cause you or us to lose money
- If we believe on reasonable grounds that you may be a person, or acting for a person:
 - with whom we are not permitted to deal with by law or a regulatory authority
 - in breach of laws relating to money laundering or terrorism financing.
- If we reasonably consider it necessary, for example to comply with laws in Australia or overseas or card scheme rules, manage regulatory risk or, for a transaction, if your instructions are not clear.

¹ Notices in writing may be provided to you electronically

Changes to your terms and conditions

We can change your card features and fees and any other terms of your contract for the World Debit Mastercard. We'll act reasonably when exercising these rights and only do so for legitimate business purposes.

How we tell you about changes

Change	Minimum notice period	Notice method
Fees and charges		
Introduce a new fee	30 days	In writing ¹
Increase an existing fee	30 days	In writing ¹ or by advertising in the national or local media
Introduce or change a government charge	No later than the day of change	In writing ¹ or by advertising in the national or local media
Transaction limits or liabilities		
Introduce, remove or change transaction limits or increase your liability for losses on transactions with a card, PIN, password or other code	30 days	In writing ¹
Other changes	No later than the day of change	In writing ¹ or by advertising in the national or local media
Unfavourable changes If we believe a change is unfavourable to you	30 days ²	In writing ¹ or by advertising in the national or local media

¹ Notices in writing may be provided electronically

² We may give you a shorter notice period, or no notice, of an unfavourable change if we believe doing so is necessary for us to avoid, or to reduce, a material increase in our credit risk or our loss

We want to help resolve any complaints

We try to get things right the first time – but if we don't, we'll do what we can to fix it. You can fix most problems simply by talking to us, so if you need to make a complaint, please call us on **1800 805 605**. We will:

- Keep a record of your complaint
- Give you a name, reference number and contact details for you to follow up if you want
- Give our final response within 30 days.

If we can't complete our investigation within 30 days, we'll let you know why and give you the details of the Australian Financial Complaints Authority – a free, independent dispute resolution service that you can contact if you're not happy with how we handled your complaint.

Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001
Phone 1800 931 678 or visit afca.org.au

We're here to help

13 2221 (in Australia) or **+61 13 2221** (from overseas) —
24 hours a day, 7 days a week
For reverse charge calls from overseas, call **+61 9999 3283**