

# Important Notice to Commonwealth Bank Customers



## Effective 28 June 2017, the CommBank Travel Money Card product disclosure and conditions of use dated 1 May 2017 is amended as follows:

- **Page 27, 7.1**, replace last row in existing table with:

Currency conversion on purchases and withdrawals	When a purchase or an ATM withdrawal is conducted in a currency that is not loaded on your Card, or when we automatically transfer funds between the currencies on your Card to enable the completion of a purchase of withdrawal.	The rate applicable is the MasterCard or Visa exchange rate at the time of the conversion plus a margin. The margin is subject to change from time to time. For the current margin please visit <a href="http://www.commbank.com.au/personal/travel/travel-money-card/fees-charges.html">www.commbank.com.au/personal/travel/travel-money-card/fees-charges.html</a>
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- **Page 28, 7.1 continued**, replace second row in existing table with:

Transfer between currencies	When you transfer funds from one currency to another on the same Card, via NetBank or the CommBank app.	The rate applicable is the MasterCard or Visa exchange rate at the time of the conversion plus a margin. The margin is subject to change from time to time. For the current margin please visit <a href="http://www.commbank.com.au/personal/travel/travel-money-card/fees-charges.html">www.commbank.com.au/personal/travel/travel-money-card/fees-charges.html</a>
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- **Page 38, 9.5**, Insert new section, 'Additional Obligations'.

The Bank may be subject to laws and regulations in Australia or another country that affect your relationship with the Bank (e.g. laws that address taxation). So that we may comply with our obligations under these laws or regulations, we may;

- Require you to provide information about you or your product;
- Disclose any information we are required to concerning you (including sending your information overseas);
- Withhold an amount from a payment to you if required to do so, and if we do, we will not reimburse you for the amount withheld; and/or
- Take such other action as is reasonably required, including, for example, closing your account.

# COMMBANK TRAVEL MONEY CARD.

Product disclosure statement  
and conditions of use

1 May 2017



**CAN**

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## **Concerned about a transaction?**

Contact us straight away (see back page for contact details) if you think there's been an unauthorised transaction on your account or you want to request a refund. If you don't tell us immediately, we may not be able to get a refund for you. Time limitations may not apply in some cases, for example where the ePayments Code applies.

You may be liable if you don't sufficiently protect your Cards, devices, PINs and passwords or you don't immediately tell us when something happens to them.

See section 8 for more information.

# I. INTRODUCTION








The Travel Money Card is issued by the Commonwealth Bank of Australia ABN 48 123 123 124 (Australian Financial Services License Number 234945).

Our contact details are on the back page of this document.

This Product Disclosure Statement (PDS) contains factual information about the Travel Money Card and the

Conditions of Use that govern the Card. It does not take into account your personal objectives, financial situation or needs. You should read this PDS and Conditions of Use carefully before purchasing a Travel Money Card.

By purchasing a Travel Money Card, you agree to abide by the terms and conditions in this document and the documents listed in the following table:

	Read	Covers
	<i>Electronic Banking Terms and Conditions</i>	These terms and conditions apply whenever you use electronic equipment, including Telephone Banking, NetBank, the CommBank app, ATMs, EFTPOS or BPAY® to access your Travel Money Card account.
	<i>CommBank app Terms and Conditions</i>	These terms and conditions apply when you use the CommBank app for mobile banking.
	<i>Travel Money Card Complimentary Insurance Information Booklet</i>	These terms and conditions apply when you make purchases using a Travel Money Card issued by us through Visa.
	<i>Concierge Service Terms and Conditions</i>	These terms and conditions apply when you use the Travel Money Card issued by us through Visa and use the Concierge Service.
	<i>Code of Banking Practice</i>	The relevant provisions of the <i>Code of Banking Practice</i> apply to the Travel Money Card.
	<i>The ePayments Code</i>	<i>The ePayments Code</i> governs transactions performed using the Travel Money Card. We warrant that we comply with the ePayments Code.
	<i>The Better Banking Book</i>	Our information booklet, <i>The Better Banking Book</i> , contains information about: <ul style="list-style-type: none"> <li>• Our obligations regarding the confidentiality of your information</li> <li>• Information about our complaint handling procedures</li> <li>• The advisability of you informing us promptly when you are in financial difficulty</li> <li>• The advisability of you reading the terms and conditions applicable to the Travel Money Card.</li> </ul>

These documents are available:

- At **commbank.com.au**
- From your local CommBank branch
- When you download the CommBank app (for the *CommBank app Terms and Conditions*)
- When you register for NetBank (for the *Electronic Banking Terms and Conditions*).

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## 2. WHAT IS THE TRAVEL MONEY CARD?

The Travel Money Card is a prepaid Visa card (or MasterCard if you purchased your Card before 3 October 2016). You can load and reload up to 13 available currencies onto your card for your personal use when you travel.

### 2.1. Features at a glance

Flexible	Load your Card with any of the 13 currencies on offer.
Peace of mind	Lock in the exchange rate so no matter how the Australian Dollar moves, you'll know exactly how much you have to spend.
Prepaid	Load as you go, so you always know how much money you have available.
Convenient	Use your Card at millions of locations — and keep an eye on your spending anywhere, anytime via the CommBank app or NetBank.
Simple	Add money to your Card through the CommBank app, NetBank, BPAY, by phone or at any CommBank branch.

### Currencies you can load

Your Travel Money Card can be loaded with the following currencies:

- Australian Dollar (AUD)
- Canadian Dollar (CAD)
- Chinese Renminbi (RMB)
- Euro (EUR)
- Great British Pound (GBP)
- Hong Kong Dollar (HKD)
- Japanese Yen (JPY)
- New Zealand Dollar (NZD)
- Singapore Dollar (SGD)
- Thai Baht (THB)
- UAE Dirham (AED)
- United States Dollar (USD)
- Vietnamese Dong (VND).

### Things you should know

- Your Travel Money Card should be accepted all over the world wherever MasterCard or Visa is accepted.
- If the currency of your travel destination isn't listed, you can still load and use Australian Dollars when you're overseas (see 4.5).
- If you have more than one currency on your Travel Money Card, a Currency Order will apply (see 4.5.1).

### 2.2. What are the risks?

There are some risks you should consider:

- As the Travel Money Card is designed for your personal use, if you give one or more of your Cards to another person to use (including family or friends), this will constitute a breach of these terms and conditions and your Cards may be cancelled without prior notice (see 8.9).
- Unauthorised transactions may be performed on your account and in some cases you may be liable for losses (see section 8).
- You might not be able to use your Card when there are disruptions to computer and/or telecommunication systems.

We recommend you take another form of payment as backup such as foreign cash or a debit/credit card.

- The credit balance of the Travel Money Card does not count as a deposit with us. There is no interest payable to you on the credit balance of your Travel Money Card.

Your Travel Money Card isn't covered by the Financial Claims Scheme.

- You may incur additional costs as a result of multiple currency conversions (see 4.5.3). To avoid this happening, you should ensure that you have enough of the local currency loaded on your Card and always complete transactions using the local currency.

### 2.3. What does it mean for your tax?

As your Travel Money Card is for your personal use only, there should be no income tax implications.

# 3. GETTING STARTED

## 3.1. How to buy a Travel Money Card

Get started in three easy steps:

Step 1	Buy a Travel Money Card: <ul style="list-style-type: none"><li>• At any CommBank branch in Australia; or</li><li>• Through NetBank (you'll get your Card in the mail within five to seven Business Days).</li></ul>
Step 2	Load your Card: <ul style="list-style-type: none"><li>• By transferring money from your eligible CommBank account; or</li><li>• With cash in Australian Dollars at any CommBank branch, which you can convert to any of the available currencies.</li></ul>
Step 3	Choose which currencies you want on your Card.

### Things you should know

- You can't have more than five Travel Money Card accounts at any one time.
- To buy a Travel Money Card, you don't need to be a CommBank customer already. But you will need to:
  - Be aged 14 or over;
  - Satisfy our ID requirements;
  - Provide your email address to us and if that email address changes, notify us immediately of your new email address. You must have a current email address for the life of your Travel Money Card;
  - Register with NetBank (if you're not already registered); and
  - Have an Australian residential address.
- We use the CommBank Retail Foreign Exchange Rate to convert the Australian Dollars you load onto your Card, into the foreign currency of your choice.

## 3.2. Primary and Backup Cards

When you buy a Travel Money Card, we'll give you two Cards: a Primary Card and a Backup Card. You'll need to sign both of these Cards as soon as you get them.

**Remember, you're the only person who is allowed to use these Cards.**

The Backup Card is only intended to be used by you if you can't use your Primary Card (for example, if it's damaged or stolen). If your Backup Card is used for any other reason or by anyone else, we may cancel your Cards without prior notice (see 8.9).

Your Primary and Backup Cards have different Card numbers; however, they are linked to the same account.

Tip: When you're travelling, remember to carry your Cards separately – so that both of your Cards aren't lost or stolen at the same time.

### 3.3. How to activate your Cards and set up and change your PINs

When you buy your Cards at a CommBank branch, they're activated automatically. However, you'll need to set up a PIN before you can use them.

If you buy your Cards through NetBank or replace them, you'll need to activate your Cards and set up a PIN before you use them.

To activate and/or set up PINs for your Cards, or if you want to change your PIN at any time, you can:

- Log on to the CommBank app or NetBank;
- Call the Travel Money Customer Service Centre (see back page for contact details); or
- Visit any CommBank branch.

### 3.4. How to protect your Cards, PINs and Banking passwords

#### Do

- ✓ Sign the back of your Cards as soon as you get them
- ✓ Memorise your PINs or passwords as soon as possible, then destroy or delete any record of them
- ✓ Destroy old or unused Cards
- ✓ Regularly change your PINs.

#### Don't

- ✗ Write down your PIN or password
- ✗ Keep a copy of your PIN or password on your computer, mobile or tablet
- ✗ Disclose your PIN or password to anyone — not even family or friends
- ✗ Use a number or word that someone can easily guess (for example, your date of birth, '1234' or 'password')
- ✗ Let anyone see your PIN when you're using it
- ✗ Let anyone else use your Cards.



For more information about protecting your account online, see the *Electronic Banking Terms and Conditions*.

## 4. USING YOUR TRAVEL MONEY CARD

If you want to...	 Branch	 NetBank	 CommBank app	 Call Us
Buy a Card	✓	✓		
Activate your Card	✓	✓	✓	✓
Set/change your PIN		✓	✓	✓
Reload your Card	✓	✓	✓	✓
Transfer between currencies		✓	✓	
Transfer between Cards		✓	✓	
Transfer to a transaction account		✓	✓	
Check your balance	✓	✓	✓	✓
View your transaction history	✓	✓	✓	✓
Set up SMS alerts		✓		
Change your Currency Order		✓	✓	
Lock or unlock your Card	✓	✓	✓	✓
Report your Card as lost/stolen	✓			✓
Get emergency replacement Card				✓
Get emergency cash				✓
Renew your Cards	✓	✓		✓
Close your Travel Money Card account	✓			

### Things you should know

- Transfers can only be made to and from your eligible CommBank account.
- Locking your Card puts a temporary block on it. If you place a block via the CommBank app or NetBank, either you or one of our staff can remove it – however if you ask us to lock your card in a branch or by phone, only we can remove it.



## 4.1. Reloading your Cards

Method	How to do it
CommBank app/NetBank	Log on to the CommBank app or NetBank to transfer money from your eligible CommBank account to your Travel Money Card.
BPAY	Make an online payment from any bank account, using: <ul style="list-style-type: none"> <li>• <b>Biller Code:</b> 113167</li> <li>• <b>Customer Reference Number:</b> your 16-digit card number.</li> </ul>
Phone	Call the Travel Money Customer Service Centre (see back page for contact details) to transfer money from your eligible CommBank account.
Branch	Visit any CommBank branch to: <ul style="list-style-type: none"> <li>• Deposit cash in Australian Dollars; or</li> <li>• Transfer money from your eligible CommBank account.</li> </ul>

### Things you should know

- We don't charge any fees for reloading, however, we use the CommBank Retail Foreign Exchange Rate to convert Australian Dollars into the foreign currency of your choice.
- Reloads you make from your eligible CommBank account using the CommBank app/NetBank, or in branch will be available instantly.
- Reloads you make via BPAY will be converted from Australian Dollars into the first currency in your Currency Order at the CommBank Retail Foreign Exchange Rate that applies on the day we process your payment. This money will usually be available within two Business Days.
- You can't reload more than one currency at a time. If you want more than one currency, you'll need to wait until the first payment has been processed before you load the second.

## 4.2. How to transfer money

Between currencies in your account	You can transfer funds loaded on your Travel Money Card from one currency to another available currency by logging on to the CommBank app or NetBank.
To a different Travel Money Card account	You can transfer funds loaded on your Travel Money Card to another Travel Money Card in your name by logging on to the CommBank app or NetBank.
To your eligible CommBank account	You can transfer funds loaded on your Travel Money Card to your eligible CommBank account in your name by logging on to the CommBank app or NetBank or by visiting a branch.

### Things you should know

- For information about the currency conversion rates that apply when you transfer money, see 7.1.
- Transfers are processed instantly. However, transfers to your eligible CommBank account (including at account closure) can only be processed once all pending transactions have been posted.
- When you reload your Card by withdrawing or transferring from your eligible CommBank account in branch, subject to the applicable terms and conditions of your eligible CommBank account, an assisted withdrawal fee may apply.

## 4.3. Your transaction and load limits

Minimum load and reload amount per currency	AUD 1.00 or foreign currency equivalent
Maximum balance per Travel Money Card at any one time	AUD 50,000 or foreign currency equivalent
Maximum amount you can withdraw from ATMs per Day	AUD 2,500 or foreign currency equivalent

Maximum number of withdrawals from ATMs per Day	Unlimited
Maximum amount you can withdraw from an ATM per transaction	Set by local ATM provider
Maximum value of purchases per Day	AUD 7,500 or foreign currency equivalent
Maximum number of purchases per Day	Unlimited
Maximum number of loads and reloads per Day	14
Maximum number of transfers between currencies in your account per Day	14
Maximum number of transfers to a different Travel Money Card account per Day	14
Maximum number of transfers to your eligible CommBank account per Day	14
Maximum number of over-the-counter cash withdrawals per Day	14
Maximum amount you can load or reload per year, per customer	AUD 1,500,000 or foreign currency equivalent

### Things you should know

- The foreign currency equivalent is calculated at the time you make the transaction.
- Merchants or other providers of facilities may impose additional limits. Most ATM operators have a limit on how much you can withdraw from an ATM per transaction and this may be less than our maximum.

## 4.4. Spending money with your Card

### 4.4.1 How to make withdrawals and purchases

You can use your Travel Money Card in stores, online, at ATMs, in bank branches, over the phone and by mail wherever Visa or MasterCard is accepted.

When you use your Card, always select **Credit** and not the **Cheque** or **Savings** options. The amount will be taken out of your account immediately, along with any fees.

### 4.4.2 How pre-authorisations work

Sometimes businesses, like hotels and car rental agencies, ask you to give them card details as a form of guarantee, before they agree to give you goods or services. If you provide them with your Travel Money Card details they can check with us that your Card is valid and that there's money in your account to pay for what you're buying. If we confirm this (called a 'pre-authorisation'), the balance on your Card will be reduced by the pre-authorised amount. If the amount of your final bill is different to the amount that was pre-authorised, you may see two "pending transactions" on your Card. You can ask the business to cancel the pre-authorisation however they are not obliged to immediately.

Tip: Don't give businesses your Travel Money Card if you want to avoid your balance being reduced in this way. Instead, provide another card such as a debit or credit card, as a guarantee.

## 4.5. Which currency is used when you make a purchase or withdrawal?

If you have the local currency on your Travel Money Card and withdraw money from an ATM or buy something, the transaction amount will be debited from that currency.

If you don't have enough or any of the local currency on your Card to complete a transaction, the transaction will be debited from whatever currency you have on your Card in an amount sufficient to cover the transaction. If you have more than one currency in a sufficient amount, the currency that is used will be the currency highest in your Currency Order (see 4.5.2).

The Travel Money Card does not combine currencies to complete transactions. To complete a transaction you must have enough funds in a single currency to cover the transaction amount, including any fees applicable (e.g. ATM withdrawal fee).

If you don't have sufficient funds in any currency, the transaction will be declined.

### 4.5.1. Currency Order – managing multiple currencies

The Currency Order that applies by default when you first load your Card is as follows:

(1) USD (2) EUR (3) GBP (4) AUD (5) JPY (6) NZD (7) HKD (8) CAD (9) SGD (10) THB (11) VND (12) CNY (13) AED.

Any new currency that is reloaded onto the Travel Money Card will be added to the bottom of the Currency Order. You can change your Currency Order at any time in the CommBank app and NetBank.

### 4.5.2 How the Currency Order works

We demonstrate how the Currency Order works in the following scenarios:

In all the scenarios below, the Currency Order is (1) USD, (2) EUR.

**ON YOUR CARD:**

**USD 65  
EUR 135** ✓

#### 1. What if I ...

make a purchase and have enough of the local currency on my Card?

 **Pay EUR 15 for a meal in France**

#### What happens


Your Travel Money Card will automatically use the local currency because you have enough to cover the transaction.

**ON YOUR CARD:**

**USD 65  
EUR 135** ✓

#### 2. What if I ...

don't have enough money in the local currency to complete the transaction?

 **Pay USD 70 for a meal in the United States**

#### What happens

Since you don't have enough USD to pay for the meal, but you do have enough Euros, your Travel Money Card will convert your Euros into the equivalent of USD 70 so that you can complete the transaction.


*Note: Travel Money Card does not combine currencies.*

**ON YOUR CARD:**

**USD 65  
EUR 135** ✓

#### 3. What if I ...

don't have the local currency loaded onto my Card?

 **Pay GBP 15 for a meal in the United Kingdom**

#### What happens


Your Travel Money Card will convert some of your USD into the equivalent of GBP 15 so that you can complete the transaction.

**ON YOUR CARD:**

**USD 65** ✕  
**EUR 135** ✕

**4. What if I ...**

don't have enough of any currency to complete the transaction?

 **Pay EUR 160 for a hotel in France**

**What happens**

Your Travel Money Card will decline this transaction as you don't have sufficient funds in any single currency.


*Note: The Travel Money Card does not combine currencies – the transaction will still be declined.*

**ON YOUR CARD:**

**USD 65** ✓  
**EUR 135** ✓

**5. What if I ...**

reload my Travel Money Card via BPAY.

 **You reload AUD 200 on your card via BPAY.**

**What happens**


Your reload amount is automatically converted and loaded into USD as this is first in your Currency Order. To load Euros via BPAY, you must first change the Currency Order so that Euros are first (see 4.5.1).

**ON YOUR CARD:**

**USD 65** ✓  
**EUR 135** ✓

**6. What if I ...**

want to replace my Cards because they are lost or stolen.

 **Pay replacement fee of AUD 15.**

**What happens**

The replacement fee will be debited from USD on your Travel Money Card because you don't have AUD loaded and USD is first in the Currency Order. Your Travel Money Card will convert your USD into the equivalent of AUD 15 so that you can complete the transaction.

**Things you should know**

- When the currencies on your Card are converted in the ways described in the scenarios, currency conversion rates apply. See 7.1.

**4.5.3 Dynamic Currency Conversion – when merchants or ATMs offer to convert transactions to AUD**

Some international merchants and ATMs may ask whether you would like them to convert the purchase or withdrawal amount into Australian Dollars (AUD) or use the local currency of the merchant or ATM.

You will be asked to sign a receipt, enter your PIN or otherwise to indicate that you agree to use the currency offered. The currency used will appear on the transaction receipt.

If you choose to have the merchant or ATM convert the transaction to AUD they will convert at a rate chosen by them. If you don't have sufficient funds in the currency that the transaction is being processed in, it will be converted using the next available currency on the Card with sufficient funds.

As the cost of the transaction may end up being higher than what you expected because of the exchange rate used by the merchant, your Card may be debited for the transaction in a currency that you did not expect.

**We recommend:**

- You complete the transaction in the local currency, to avoid additional currency conversions.
- You ensure that you have enough of the local currency loaded on your Card to avoid additional currency conversions.

**Things you should know:**


- If you choose to have a purchase or withdrawal converted to AUD, you do so at your own risk and cost. We will not be liable for any loss (including additional currency conversion costs) that you might suffer as a result.

**ON YOUR CARD:**

**USD 100  
AUD 75** ✓

**1. What if I ...**

have enough of the local currency on my Card?  
The merchant offers to accept my payment in AUD,  
I have accepted and I have enough AUD.

 **Pay USD 50 for a meal in USA.**

**What happens**


The merchant charges you AUD 70\* due to the conversion rate they used, which you've accepted. Your Travel Money Card will debit the AUD currency as you have enough AUD currency on your Card.

**ON YOUR CARD:**

**USD 100  
AUD 20** ✓

**2. What if I ...**

have enough of the local currency on my Card?  
The merchant has offered to accept my payment in AUD,  
I have accepted and I don't have enough AUD.

 **Pay USD 50 for a meal in USA.**

**What happens**


The merchant charges you AUD 70\* due to the conversion rate they used, which you've accepted. Since you don't have enough AUD on your Card, your Travel Money Card will convert your USD into the equivalent of AUD 70, so that you can complete the transaction. This will incur additional currency conversion costs.

**ON YOUR CARD:**

**USD 100  
EUR 100** ✓

**3. What if I ...**

have enough of the local currency on my Card?  
The merchant has offered to accept my payment in AUD,  
I have accepted and I don't have any AUD.

 **Pay USD 50 for a meal in USA.**

**What happens**

The merchant charges you AUD 70\* due to the conversion rate they used, which you've accepted. Since you don't have any AUD on your Card, your Travel Money Card will convert your USD into the equivalent to AUD 70, so that you can complete the transaction. This will incur additional currency conversion costs.

**4.5.4 Checking your balance on an ATM overseas**

If you check your balance at an ATM overseas and have the local currency loaded on your Travel Money Card, the ATM will display the balance only for that currency, in either the local currency or in AUD (converted at a rate determined by the ATM).

If you don't have the local currency on your Travel Money Card, the ATM will display only the currency with the largest balance on your Card. This amount will be displayed in the local currency or AUD (converted at a rate determined by the ATM).

Some ATM providers use different conversion rates to us. This may cause discrepancies between your balance at an ATM and your balance in the CommBank app or NetBank. For an accurate balance of your account, check the CommBank app, NetBank, visit a branch or call the Travel Money Service Centre.

\*(The assumed exchange rate for the above examples is 1 AUD = 0.714 USD)

## 5. KEEPING TRACK OF YOUR SPENDING

### 5.1. Statement of account

We'll send you an email every six months to remind you that a list of your transactions can be viewed in the CommBank app and on NetBank (provided your email address is still valid).

You should ensure that we always have your most up-to-date contact details, especially your email address. You can update your contact details by contacting us (see back page for contact details).

You can check your transaction history at any time by logging onto the CommBank app or NetBank or by calling us.

We will not give you a paper copy of your transactions; however you can print them off at any time in NetBank.

You can query any listed transactions by contacting us.

### 5.2. Setting up SMS alerts

If you give us your mobile phone number, we can help you keep track of your spending with SMS alerts. You'll get a text when your Card has been loaded, plus notifications of your daily, weekly, monthly or low balance — depending on which option you choose.

You can set up SMS balance alerts by logging on to NetBank.

## 6. WHAT HAPPENS WHEN YOU CLOSE YOUR ACCOUNT OR YOUR CARD EXPIRES?

### 6.1. When you ask us to close your Travel Money Card account

Subject to 8.9, you can close your Travel Money Card account at any time by visiting a CommBank branch.

If you ask us to close your Travel Money Card account before it expires, or within three months after the expiry date, you'll need to give us details of an Australian bank account so we can transfer the money left on your account. We'll calculate the amount in Australian Dollars (AUD) using the CommBank Retail Foreign Exchange Rate.

We'll usually process the request to close your account within three Business Days — but it might take longer if there are any pending transactions, refunds or fees that need processing. After we've closed your account, you'll need to destroy both Cards.

If you're expecting any refunds, you should wait until you've received them before closing your account.

If a refund is processed on the account after it has been closed, we'll convert the remaining credit balances to AUD using the CommBank Retail Foreign Exchange Rate. You can then claim the funds by filling out a claim form at any CommBank branch.

If you haven't claimed your balance within seven years of closing your account, we'll transfer any money from the Bank's Unclaimed Money Fund to the Commonwealth Government's unclaimed monies fund. You can apply to have this money returned to you at any time by visiting a CommBank branch.

# 7. FEES AND CHARGES

## 6.2. When your Cards expire

You can use your Cards until the expiry date shown on the front. We'll notify you via email one month before your Cards' expiry date to remind you that they're about to expire.

You can transfer money from your Travel Money Card to your eligible CommBank account through the CommBank app or NetBank at any time up to three months after the expiry date.

If there is any money remaining in your Travel Money Card account three months after your Cards expire, we'll close your account and convert your balance to AUD using the CommBank Retail Foreign Exchange Rate. You can claim this money by filling out a claim form at any CommBank branch.

If you haven't claimed this money within seven years after your account closes, we'll transfer your balance to the Commonwealth Government's unclaimed monies fund. You can apply to have this money returned to you at any time by visiting a CommBank branch.

## 6.3. How to renew your Cards before or after they expire

In the six months prior to your Cards' expiry date or within three months after the expiry date, you can request new Cards by:

- Logging on to NetBank;
- Visiting a branch; or
- Calling the Travel Money Customer Service Centre.

## 7.1. When you'll be charged

Type of fee or charge	When you pay it	How much it is
Issue fee	When you buy your Travel Money Card.	AUD 15
Initial load/reload	When you initially load funds on your Travel Money Card or each time you load additional funds.	The CommBank Retail Foreign Exchange Rate applies at the time of conversion.
Card replacement fee	When you ask us to replace a lost, stolen or damaged Card.	AUD 15 or foreign currency equivalent.
Cash withdrawal fee	When you take out money from an ATM (except at a CommBank or BankWest ATM in Australia).	<ul style="list-style-type: none"> <li>• AUD 3.50</li> <li>• USD 2.50</li> <li>• GBP 2</li> <li>• EUR 2.20</li> <li>• NZD 3.50</li> <li>• CAD 3</li> <li>• JPY 220</li> <li>• SGD 3.50</li> <li>• HKD 17</li> <li>• THB 80</li> <li>• VND 50,000</li> <li>• CNY 15</li> <li>• AED 10</li> </ul>
Currency conversion on purchases and withdrawals	When a purchase or an ATM withdrawal is conducted in a currency that is not loaded on your Card, or when we automatically transfer funds between the currencies on your Card to enable the completion of a purchase or withdrawal.	The rate applicable is the MasterCard or Visa exchange rate at the time of the conversion plus 4.5%.

## 8. WHAT HAPPENS IF THERE'S A PROBLEM?

Type of fee or charge	When you pay it	How much it is
Transfer between currencies	When you transfer funds from one currency to another on the same Card, via NetBank or the CommBank app.	The rate applicable is the MasterCard or Visa exchange rate at the time of the conversion plus 4.5%.
Transfer to transaction account	When you transfer funds from your Travel Money Card to your eligible CommBank account, when you transfer funds between your Travel Money Cards or when you ask us to close your Travel Money Card at a CommBank branch.	The CommBank Retail Foreign Exchange Rate applies at the time of conversion.
Transfer to another Travel Money Card account		
Card closure		

### Things you should know

- You may be eligible for a waiver of the **Issue fee**. For more information, go to [commbank.com.au/travelmoney](http://commbank.com.au/travelmoney)
- Non-CommBank ATM operators may apply their own fee in addition to the above cash withdrawal fee.
- See 4.5.3 for additional conversion rate costs that overseas merchants or ATMs may impose if you choose to complete a transaction in AUD.
- When you reload your Card by withdrawing or transferring from your eligible CommBank account in branch, subject to the applicable terms and conditions of your eligible CommBank account, an assisted withdrawal fee may apply.

You need to tell us (see back page for contact details) as soon as:

- You think someone else has used your Travel Money Card;
- You think someone else may know your PIN or password;
- You notice a mistake or a transaction you didn't make or authorise; or
- You make a mistake when making a payment.

You may be responsible for any financial losses if you don't tell us straight away. Liability for losses resulting from unauthorised transactions will be determined in accordance with the ePayments Code.

### 8.1. Does a transaction look wrong?

In general, you're responsible for any losses that occur on your Travel Money Card — including all transactions made by you or anyone else who you authorise to use your Card (in breach of 3.2). However, you may not be responsible for transactions that happen without your knowledge or consent. We follow the ePayments Code to work out if you're liable for the loss (see 8.2).

You should check all of your receipts from purchases and ATM transactions against your transaction history on the CommBank app or NetBank. Here's what you should do if you see a problem:



### If you're not sure about a transaction on your account

- Get in touch with the merchant that charged you and try to resolve it with them.
- If that doesn't work, call the Travel Money Customer Service Centre within 30 Days of the transaction date. We might ask you to send us written information as well.
- Lodge a transaction dispute within 30 Days from the transaction date. (see 8.4).

### If you didn't authorise a transaction on your account

1. Block the card that was used to make the unauthorised transaction through the CommBank app, on NetBank or by calling us (see back page for contact details).
2. Call the Travel Money Customer Service Centre within 30 Days of the transaction date (see back page for contact details). We might ask you to send us written information as well.
3. Lodge a transaction dispute within 30 Days from the transaction date. (see 8.4).

## 8.2. When you may or may not get a refund as a result of an unauthorised transaction

When you'll get a refund	When you'll get a partial refund	When you won't get a refund
<ul style="list-style-type: none"> <li>• It's clear you didn't contribute to the loss.</li> <li>• The cause of the loss is one of the following:               <ul style="list-style-type: none"> <li>– fraud or negligence by a bank employee or anyone else involved in processing your transaction;</li> <li>– faulty equipment, a forged or faulty card or device or an expired or cancelled card, PIN or password;</li> <li>– your card, PIN or a password being used before you received it from us; or</li> <li>– the same transaction was debited to your account more than once.</li> </ul> </li> </ul>	<p>Even if you're responsible for the loss, you'll still get a refund for any amount withdrawn that is:</p> <ul style="list-style-type: none"> <li>• Above the card transaction limit;</li> <li>• Outside any applicable periodic transaction limit;</li> <li>• More than the available balance; or</li> <li>• Recovered under the card scheme's rules.</li> </ul> <p>If your situation doesn't fall within either column 1 or column 3 of this table, the maximum amount you will be liable for is \$150 (where the ePayments Code permits). We'll refund any remaining amount. We, or an external dispute resolution body may also decide to reduce your liability for the loss.</p>	<ul style="list-style-type: none"> <li>• If you contributed to the loss through fraud or because you told someone your PIN or password, kept an undisguised record of your PIN or password, created a PIN or password that was easy to guess (like your name or date of birth) or otherwise didn't comply with your password security obligations under the ePayments Code.</li> <li>• You didn't tell us straight away that your card was lost or stolen or that someone else may know your PIN or password (you'll be responsible for transactions after you should have told us).</li> <li>• You left your card at an ATM (where the ATM incorporated reasonable safety standards that mitigate against the risk that this will occur).</li> <li>• The ePayments Code otherwise does not entitle you to a refund.</li> </ul> <p>If any of these happen, we may hold you responsible for the transaction unless we can get you a refund under the card scheme rules or the ePayments Code entitles you to a refund (for example, because the loss exceeded your available limit).</p>

### 8.3. When we can make a chargeback

As a MasterCard and Visa member, we can request a refund ('chargeback') of a purchase transaction using your Travel Money Card in certain situations – for example if the goods weren't delivered.

To take advantage of this chargeback process, contact us within 30 Days of the transaction date. Otherwise we may not be able to claim a chargeback for you.

Chargeback rights don't apply to BPAY payments – but if you notify us of a mistake, we'll do our best to recover the payment.

### 8.4. How to lodge a transaction dispute

To lodge a transaction or ATM withdrawal dispute, download a Dispute Form from [commbank.com.au/travelmoney](http://commbank.com.au/travelmoney) and fax it to **+61 2 8737 3623**. We will acknowledge that we have received your dispute within 10 Business Days by sending you a letter to your address and we'll start investigating the transaction for you.

If we find that we or one of our service providers made the mistake, we'll correct it. But if we find that the mistake is not our fault, we'll let you know in writing.

### 8.5. If your Card is lost or stolen

You are responsible for the safety and security of your Travel Money Card. If your Card is lost or stolen, you can use your Backup Card. You still need to report the Card as lost or stolen to us straight away, so nobody else can use it.

**To report a Card as lost or stolen, contact us (see back page for contact details).**

You can also apply for a replacement Card at any branch or by calling the Travel Money Customer Service Centre.

### 8.6. When your Card is overdrawn

If you use more money than the total amount available on your Card, you'll need to pay the overdrawn balance back to us within 30 Days or when your account is closed (see section 6).

### 8.7. When you can't use your Travel Money Card

You can't use your Travel Money Card to:

- Buy something where the transaction is processed manually using an imprinter;
- Make scheduled or repeating direct debit payments;
- Receive direct credit payments, including sales tax refunds;
- Make a purchase or withdrawal from a business or ATM that doesn't accept Visa (for Visa Travel Money Card customers) or MasterCard (for MasterCard Travel Money Card customers); or
- Make any transaction in a country prohibited by government sanctions.

### 8.8. Making a complaint

- We try to get things right the first time — but if we don't, we'll do what we can to fix it. Most problems can be resolved simply by talking to us, so if you need to make a complaint, please call us on **1800 805 605** or by emailing us at [customerrelations@cba.com.au](mailto:customerrelations@cba.com.au).

We will:

- Keep a record of your complaint;
- Give you a reference number and a staff member's name and contact details so you can follow up with them if needed;
- Respond to the complaint within 21 Days, or tell you if we need more time to complete our investigation; and
- Give our final response within 45 Days.

If we can't complete our investigation within 45 Days, we'll let you know why. If you're not happy with how we handled your complaint, you can contact the Financial Ombudsman Service — a free, independent dispute resolution service (see contact details on back page).

### **8.9. When we may end your agreement, close your account or refuse to process a transaction**

Your cards are our property and you need to return them to us if requested. We will close your Travel Money Card three months after your Cards expire, however it is your responsibility to destroy them once they expire.

We can cancel or suspend your Cards or refuse to process a transaction without telling you if:

- You don't follow the terms and conditions contained in this Product Disclosure Statement and Conditions of Use;
- You give your Cards/PIN to another person to use (e.g. family, friends, employees);
- We think the Card has been used other than for its intended purpose (for example, for hedging, as a salary credit account) or any other non personal use;
- We believe the Cards have been used illegally or in a way that may cause losses to you or us;
- You gave us false or inaccurate information when you applied for the Cards;
- You appear to be a Proscribed Person;
- If you load or reload more than AUD 1.5 million or foreign currency equivalent in a 12 month period; or
- You don't provide us with a valid email address for the life of your Cards.

We may end this agreement for any other reason by giving you at least 30 Days' notice. If you have any money left on your Travel Money Card after we have closed it, you can get your balance paid to you by visiting any CommBank branch or you can transfer it to your eligible CommBank account through the CommBank app or NetBank. See 4.2 for more information.

### **8.10. When we're not liable**

We won't be liable for any losses that occur for any of these reasons:

- Any of your instructions aren't sufficiently clear;
- You don't give us correct information;
- Events happen that are outside of our reasonable control;
- There's a system failure (not caused by us) or an industrial dispute;
- Any ATM or merchant refuses or is unable to accept the Card;
- You infringe the currency laws in the country where you were using the Card;
- We take an action required by government, federal or state law, or court order; or
- Anything specifically excluded or limited elsewhere in these Conditions of Use.

# 9. PROTECTING YOUR PRIVACY

You give us permission to collect, use and share your information with others as set out in this section and our privacy policy.

## 9.1. What information we collect

The information about you we may collect includes:

- Information about your identity, such as your name and contact details
- Financial information you give us
- Information about your interactions with us, such as your transactions, payments and use of our websites
- Information from public registers or third parties, such as service providers.

You may give us information about others (such as a joint applicant or if you are an organisation, its officers or owners). If you do, you must have their permission and tell them what's in these privacy sections.

## 9.2. Why we collect your information and what we use it for

We collect your information and use it to:

- Confirm your identity and manage our relationship with you
- Minimise risks
- Design, price, provide, manage and improve our products and services
- Comply with relevant laws, for example the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006*, *Taxation Administration Act 1953* and *Income Tax Assessment Act 1936*
- Let you know about products and services you might be interested in.

If you give us your contact details, you agree we may use these to communicate with you including providing updates, reminders, and marketing information. If you don't want to receive direct marketing messages or want to change your contact preferences, log on to NetBank and click **Message Preferences**, or call us on **13 2221**.

The information you give us must be correct and complete. If not, you may be breaking the law and we may not be able to give you the products and services that best suit your needs. If you change your personal details (for example, address, phone number or email address) you must let us know as soon as possible.

## 9.3. Who we can share your information with

You give us permission to share your information with other members of the Commonwealth Bank Group, who can use it for any of the purposes we can. We can also share your information with others, such as:

- Brokers, advisers and people who act on your behalf
- Service providers, such as product distributors
- Businesses who do some of our work for us
- Other financial institutions (such as banks), auditors, insurers and re-insurers
- Government and law enforcement agencies or regulators.

Sometimes we might need to send your information overseas, for example:

- Where we outsource particular functions
- To overseas businesses in our Group
- If we need to complete a transaction for you
- To comply with laws, and assist government and law enforcement agencies or regulators.

See our privacy policy for information about which countries information may be sent to.

# 10. WHAT YOU CAN EXPECT FROM US

## 9.4. Our privacy policy and how to contact us

Visit [commbank.com.au/privacy](http://commbank.com.au/privacy) for our privacy policy or ask for a copy at any branch. It tells you about:

- Other ways and reasons we may collect, use or share your information
- How to access your information and correct it if it's wrong
- How to make a privacy-related complaint (including about our compliance with the Australian Privacy Principles) and how we'll deal with it.

Sometimes we update our privacy policy. You can always find the most up-to-date version on our websites.

Want to speak to us about your privacy?



### Email

[customerrelations@cba.com.au](mailto:customerrelations@cba.com.au)



### Phone

1800 805 605



### Write

to CBA Group Customer Relations,  
Replied Paid 41, Sydney, NSW, 2001

## 10.1. Changes to your Product Disclosure Statement and Conditions of Use

We may change the information in this Product Disclosure Statement (PDS) and Conditions of Use from time to time. If the changes are materially adverse, we'll give you a new or supplementary PDS and Conditions of Use setting out the changes. Otherwise, we won't issue a new PDS and Conditions of Use, but we will tell you about the changes.

### How we tell you about changes

Change	Minimum notice period	Notice method
Introduce a new fee or charge	30 Days	In writing
Increase an existing fee or charge	30 Days	In writing or by advertising in the national or local media
Changes to any other terms or conditions	No later than the Day of the change	In writing or by advertising in the national or local media
Imposing, removing or changing a daily or other periodic limit on transactions, facility, electronic equipment	20 Days	In writing

We will notify you in writing electronically, by sending you an email or SMS, advising that the information is available on NetBank. We will not give you a paper copy of any notice of the change. If you change your email address or SMS, let us know straight away. (See back page for contact details).

### Not happy with the change?

If we make a change that you're not happy with, you can visit any CommBank branch to close your Travel Money Card account (see [section 6.1](#) for more information about closing your Card).

# MEANINGS OF WORDS IN THIS DOCUMENT

## 10.2. Other rights and obligations we have

### 10.2.1. Our Rights

- **Transferring of rights.** We may assign any of our rights and obligations under this PDS and Conditions of Use to any other person or business. If we do, we'll ensure that you can exercise the same rights with them as you can with us, under this PDS and Conditions of Use. Your rights under this PDS and Conditions of Use can't be transferred unless we give you permission to do so.
- **Severance.** If any part of this PDS and Conditions of Use is found to be void or can't be enforced (for example, if a court or tribunal declares it so), then the rest of this PDS and Conditions of Use still apply.

### 10.2.2. Our obligations

This PDS and Conditions of Use are governed by the laws of New South Wales. We may also be subject to laws and regulations in Australia or another country that affect your relationship with us (for example, tax laws).

To comply with our obligations, we may:

- Ask for information about you or your Travel Money Card;
- Pass on your information when we're required to (including sending your information overseas);
- Take an amount out of a payment to you, if we are required to do so — and not reimburse you for this amount; or
- Take other actions as needed, such as closing your account.

Term	Meaning
Backup Card	An additional Travel Money Card we give you to use only when you cannot use your Primary Card (for example, because it has been lost or stolen).
Business Day	A work day in Sydney, Australia, that is not a Saturday or Sunday or a public holiday, special holiday or bank holiday.
Card(s)	The Primary Card and the Backup Card.
Card scheme rules	MasterCard or Visa debit card rules which apply to all transactions you process with your Card using the "credit" option.
CommBank Retail Foreign Exchange Rate	The foreign exchange rate applied when a currency conversion occurs (e.g. loads, reloads and transfers) on and between your Travel Money Card/s. These rates are determined by us, based on the prevailing retail foreign exchange rates at the time of conversion. This excludes purchases, withdrawals and transfers between currencies in your Travel Money Card (see section 7.1). These rates are available on the CommBank website.
Currency Order	Currency Order is the order of priority by which the currencies on your Card are used when it is loaded with more than one currency (see clause 4.5 for more information)
Day	A day is the full 24-hour period between midnight and midnight Sydney time.
MasterCard	MasterCard International Incorporated.
Personal information	The information we collect from you, including application forms, emails, phone calls, internet communications and transaction information from your Card.

Term	Meaning
PIN	The set of digits you need to enter into a keypad when making transactions with your card at an ATM or a business' payment terminal.
Primary Card	The Travel Money Card issued in accordance with this document, for use by you.
Proscribed Person	A person who appears to us to be either: (a) A person or defined entity under the <i>Charter of the United Nations Act 1945</i> (Cth); (b) In breach of the laws of any jurisdiction relating to money laundering or counter-terrorism; (c) In a list of persons with whom dealings are proscribed by the government or a regulatory authority of any jurisdiction; or (d) Acting on behalf, or for the benefit of a person listed above.
Travel Money Card	The Travel Money Card described at section 2 of this document.
Visa	Visa Inc.
We, us, our	Commonwealth Bank of Australia (ABN 48 123 123 124).
You, your	The purchaser of the Travel Money Card.

# CONTACT US

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## Call us

Travel Money Customer Service Centre — available 24 hours a day, 7 days a week

Within Australia: **1300 660 700** (local call)

Outside Australia: **+61 2 9999 3283**

(Reverse charges accepted)

To use the reverse charges number please contact the international operator in the country you are in and request to be put through to **+61 2 9999 3283**. We have no control over any charges applied by the local or international telephone company for contacting the operator.

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## Visit our website

[commbank.com.au](http://commbank.com.au)

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## Visit a branch

Monday to Thursday 9.30am to 4pm, Friday 9.30am to 5pm

For a complete list of branch trading locations and opening hours, visit

[commbank.com.au/locations](http://commbank.com.au/locations)

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## Access telephone banking for hearing or speech-impaired customers

Contact us using the National Relay Service — 24 hours a day, 7 days a week:

TTY users phone **133 677** then ask for **13 2221**

Speak and Listen (speech-to-speech relay) users phone **1300 555 727** then ask for **13 2221**

Internet relay users connect to the National Relay Service via [relayservice.com.au](http://relayservice.com.au) then ask for **13 2221**

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## Make a complaint

Group Customer Relations  
Commonwealth Bank of Australia  
Reply Paid 41  
Sydney NSW 2001

Free call: **1800 805 605**

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## Give us feedback

Online at [commbank.com.au/feedback](http://commbank.com.au/feedback)

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## Contact the Ombudsman

Financial Ombudsman Service  
GPO Box 3  
Melbourne VIC 3001

Phone: **1800 367 287** or visit [fos.org.au](http://fos.org.au)

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