

CASH PASSPORT™

PREPAID CURRENCY CARD

CASH PASSPORT ATM CARD

PRODUCT DISCLOSURE STATEMENT AND APPLICATION FORM

The secure and convenient prepaid
travel money card

**SECURE
CONVENIENT
RELOADABLE**

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SECURE **CONVENIENT** **RELOADABLE**

Cash Passport ATM Card

About this Product Disclosure Statement

This Product Disclosure Statement ("PDS") has been prepared by Heritage Building Society Limited ABN 32 087 652 024 AFSL 240 984 ("Issuer") and is a legal document containing important information in respect to, and Terms and Conditions applicable to, the Cash Passport ATM Card. Refer to page 6 for Issuer's contact details.

The information in the PDS will assist you to:

- decide if this product meets your needs
- compare this product with similar products

Please read this PDS carefully before purchasing this product, then keep it for future reference. This PDS is dated 8th April 2011.

Some important terms used in this PDS are defined in the Terms and Conditions, condition 1.1 of the Terms and Conditions.

What is the Cash Passport ATM Card?

This PDS relates to the Cash Passport ATM Card ("Cash Passport ATM Card"), which is a prepaid travel Card that allows you to obtain local currency from over 1 million Visa ATMs around the world.

You will receive a second Card free of charge whenever you purchase a Cash Passport ATM Card. This means if you lose one of your Cards you can continue your trip without any inconvenience. You also have access to 24/7 Global Emergency Assistance which among other things can arrange for emergency funds to be sent to you if you lose your Cards.

This PDS does not relate to the Cash Passport Debit Card product enabled for use at ATMs and for purchases via merchants. A separate PDS is available for the Cash Passport Debit Card. The PDS for the Cash Passport Debit Card is available from sales outlets where that product is sold. The information in this PDS does not take into account your personal objectives, financial situation or needs. For this reason, you should read this PDS and consider whether the Card is appropriate for you.

Distributor and Issuer of Product

Distributor – Travelex Australia Card Services Pty Ltd

Travelex Australia Card Services Pty Ltd ABN 47 145 452 044, AFSL 386837, ("Card Services") distributes the product and supplies the processing services for the Card, including services and systems necessary to issue and process all transactions on the Card. In particular, Card Services is responsible for Card design, production, customer data, transaction processing and customer service. Card Services holds an Australian Financial Services (no. 386837) authorising it to deal in certain classes of financial products including Cash Passport ATM Card.

Issuer

The Issuer is an authorised deposit-taking institution holding an authority to carry on banking business in Australia, and issues the Card under an arrangement between it and Card Services.

By purchasing this product you are entering into a contractual relationship with the Issuer, not Card Services.

The Issuer holds an Australian Financial Services Licence (no. 240984) authorising it to provide financial product advice for, and deal in, certain classes of financial products including Cash Passport ATM Card.

The Issuer has authorised Card Services to act as the Issuer's agent for the purpose of providing the distribution and processing services mentioned below.

Distribution Outlets

The Cash Passport ATM Card can be purchase and loaded with value and reloaded with value at participating Distribution Outlets (ie an Card Services store, travel agent or other organisation which participates in the Cash Passport ATM Card program)

Distribution Outlets are not authorised by the Issuer or Card Services to give advice about Cash Passport ATM Card. You should not rely on any advice given to you by Distribution Outlets in making decisions about the Cash Passport ATM Card product. You should only rely on the information in this PDS.

Significant Features and Benefits of Cash Passport

Note: This is a basic summary only. Please refer to the Terms and Conditions and the rest of this PDS for more information.

Convenience

Cash Passport ATM Card is a convenient way for you to take your spending money overseas, enabling you to easily manage your money whilst away from home. You can use it to withdraw local currency from a Visa ATM. So, you can have access to your funds instantly, at any time of the day or night.

With a Cash Passport ATM Card you do not need to worry about local bank opening hours or lengthy queues. Cash Passport ATM Card also gives you access to **www.cashpassport.com.au** – from where you will find information that lets you conveniently access your Card information at any time, including your Card balance and transaction history. Paper statements will be sent to you every six months and are also available upon request although we reserve the right to impose a fee. There will be no charge for electronic statements through **www.cashpassport.com.au**.

You can also use the site to locate the nearest Visa ATM and even change your Personal Identification Number (PIN).

Safety and Security

Cash Passport ATM Card is PIN protected*. If your Cash Passport ATM Card is lost or stolen, you have forgotten your PIN, or you require information about its usage, you can call our 24 hour helpline for immediate assistance. You should call the appropriate toll free number listed at **www.cashpassport.com.au** or as set out on the back of your Card.

* Note that ATM withdrawals always require a PIN.

Additional Card

You will receive two Cards that access the same Card balance, which is especially useful in the event that your first Card is lost or stolen. You should contact us to cancel the lost or stolen Card, but you can use the second Card and carry on with your trip without any inconvenience. Please refer to the Terms and Conditions for details regarding lost or stolen Cards.

Easy to Budget

Cash Passport ATM Card is available in seven currencies: AU\$, GB£, US\$, EU€, NZ\$, SG\$ and HK\$.

By purchasing a Foreign Currency Cash Passport ATM Card and using it in the country or region of the Card currency, you can lock in your exchange rate on each load and reload (for the amount loaded or reloaded) and know that the foreign amount you have loaded is the amount you have to spend.

As your Cash Passport ATM Card is prepaid, you know exactly how much you are spending when you are away from home. If you want to use the Card again, you can load more funds onto it (until the expiry date which is three years from the date of purchase) for your next trip. Or, if you have money left on your Card at the end of your travels, you can obtain a refund of the remaining balance. (Fees will apply)

Reloadable

For BPAY® reloads:

Billers code: 50179

Reference no: Your 16 digit Card number

BPAY® reloads will generally take two business days to be processed however may take longer if the payment is made after 5pm Australian Eastern Standard Time.

For SMS Reload:

An SMS Reload application form (which includes a Direct Debit authority) can be found at **www.cashpassport.com.au/reload.html** Separate Terms and Conditions apply to SMS Reload. These are attached to the SMS Reload application form.

SMS Reloads will generally take two business days to be processed however may take longer if the payment is made after 5pm Australian Eastern Standard Time.

Where to buy your Cash Passport ATM Card and Contact Details

Cash Passport ATM Card is distributed by Card Services through its distribution network, which includes:

- Card Services branches
- Some Card Services registered agents or authorised representatives (for example through certain travel agents, credit unions, building societies and financial institutions)

If you have any questions or need more information, please contact Card Services on 1800 036 739, or visit your nearest Card Services Foreign Exchange store or refer to the website **www.cashpassport.com.au**. If your Card is lost or stolen, or you require emergency assistance, please call the appropriate toll free numbers listed at **www.cashpassport.com.au** or displayed on the back of your Card.

For general enquiries concerning your Cash Passport ATM Card, you can contact Card Services by post at the following address: Australia Card Services Pty Limited, Level 8, 565 Bourke St, Melbourne VIC 3000 or contact Card Services by phone on 1800 036 739.

Significant Risks associated with Cash Passport ATM Card

It is important to safeguard your Card details, PIN and any other passwords, equipment or software required for your operation of the Cash Passport ATM Card. If you do not, then **you may be liable for unauthorised transactions and other amounts** as explained further in the Terms and Conditions. You may also have other liabilities, and our liability may be limited, as described in the Terms and Conditions. There is a risk of unauthorised or mistaken transactions being made through Cash Passport ATM Card. In certain circumstances, the Issuer's liability in respect of unauthorised or mistaken transactions is limited, meaning that you may still be liable for the transaction.

In some circumstances the Issuer may not be liable for losses caused by equipment or system failure (including consequential losses), meaning that you may still be liable for the transaction and consequential losses. The amount that may be withdrawn using Cash Passport ATM Card may be limited by the ATM provider.

Fees and Limits

The following fees and limits apply.

All fees and limits are specified in the currencies of the Card and are subject to variation in accordance with the Terms and Conditions.

Fees	Denomination of Cash Passport ATM Card Fund						
	AU\$	EU€	GB£	HK\$	NZ\$	SG\$	US\$
Initial card fee and in-store reload fee:	This fee is the greater of 1.1% of the initial load / reload amount or AU\$15.						
<ul style="list-style-type: none"> Charged at the time of purchase / in-store reload This fee is set and charged by the agent (Distribution Outlet) from which you purchased the Card 	For example, for an agent charging a 1.1% initial card fee, if you purchase a Cash Passport ATM Card and load AU\$1,000, you would be charged (AU\$1000 x 1.1% = AU\$11), unless a minimum fee of \$15 applies.						
Replacement card fee (Lost or Stolen cards)	FREE						
BPAY® reload fee:	1% of the reload amount						
<ul style="list-style-type: none"> This fee is set and charged by Card Services 	For example, a reload of AU\$500 attracts a fee of 1% (AU\$500 x 1% = AU\$5) which will be deducted from your reload. The amount of your reload will therefore be AU\$495.						
Additional card	1 FREE provided at same time as primary Card						
ATM withdrawal fees:	Depending on the currency of your Card:						
<ul style="list-style-type: none"> This fee is set and charged by Card Services Charged at the time of withdrawal Some ATM operators may charge an additional fee. 	AU\$ 3.75	EU€ 2.20	GB£ 1.50	HK\$ 24.00	NZ\$ 4.00	SG\$ 4.75	US\$ 2.25
Replacement Card fee (for cards lost or stolen)	FREE						

SMS Reload fee

A fee of 1.1% of the reload amount applies

For example if you ask for a reload of AU\$500 (i.e. you SMS "Reload 500") this attracts a fee of 1.1% of the reload amount. Your bank account will be debited with an amount of AU\$500. However the SMS Reload fee will be deducted from your reload amount. Card Services will reload your Card with the equivalent of AU\$494.50 [AU\$500 – (AU\$500 x 1.1%) = AU\$494.50].

This amount will be converted into the currency of your Card by Card Services. The foreign exchange rate used for SMS Reloads is set and determined by Card Services and varies each day. Please note that you will be responsible for your own telecommunications costs.

• Monthly inactivity fee - only applicable after 12 months of inactivity	AU\$	EU€	GB£	HK\$	NZ\$	SG\$	US\$
	4.00	2.00	1.50	27.50	4.80	5.40	2.00
	per month	per month	per month	per month	per month	per month	per month
• Charged at the commencement of each month if you have not initiated any financial transactions on the Card for the previous 12 months or more							
• Unless your Card is used again (or reloaded), this fee applies each month until the Card is closed							

24 / 7 Global Emergency Assistance

FREE

Negative Balance Fee charged when a Negative Balance arises on your Card	AU\$	EU€	GB£	HK\$	NZ\$	SG\$	US\$
	20	150	10	120	25	25	15

PIN Change

FREE

Domestic withdrawal fee for AU\$ Cards – where you use an AU\$ Card in Australia to make withdrawals from ATMs in Australia (for more details refer to clause 9.3 of the Terms and Conditions)	2.95%	–	–	–	–	–	–
This is in addition to ATM withdrawal fee							
For example, if you have an AU\$ Card and withdraw AU\$500 from an ATM in Australia it will attract a AU\$14.80 fee (AU\$500 x 2.95%). This will be charged at the time of withdrawal							

- Cash Passport Closure Fee AU\$10.00
- Charged when you close your Card.
- This fee is set and charged by Card Services

Important information about foreign transactions

A foreign exchange margin applies to the transaction amount if the Card is used in any currency other than the currency of the Card. The applicable margin is 5.95% for a Card loaded with AU\$ and 8.45% for a foreign currency Card and is applied to the converted currency transaction amount.

Suppose you have an AU\$ denominated Card and you make a withdrawal from an ATM outside Australia (in the USA) for US\$50.00 and the prevailing exchange rate, set by Visa, is US\$1.00 = AU\$1.34. Before the foreign exchange margin applies, this would equate to AU\$67.00 (US\$50.00 x 1.34). After the foreign exchange margin of AU\$3.99 is applied (AU\$67.00 x 5.95%), this would equate to AU\$70.99 (AU\$67.00 + AU\$3.99). Please refer to clause 10 of the Terms and Conditions for full details of how these margins apply.

Limits

Denomination of Cash Passport ATM Card Fund							
Card Limits	AU\$	EU€	GB£	HK\$	NZ\$	SG\$	US\$
Minimum amount you can load on your Card	AU \$100	EU €60	GB £40	HK \$640	NZ \$120	SG \$120	US \$80
Maximum BPAY® reload amount per day	AU\$ 10,000 (or equivalent)						
SMS Reload Limits	Maximum AU \$1,000 in any 24 hours. Minimum \$AU 20						
Maximum balance allowed on your Card at any one time	AU\$ 25,000	EU€ 15,000	GB£ 10,000	HK\$ 156,000	NZ\$ 27,000	SG\$ 30,000	US\$ 20,000
Total amount you may load on your Card during any 12 month period	US\$ 30,000 or equivalent						
Cardholder limits - the total amount you may load onto all prepaid Cards issued to you by us or by another company during any twelve (12) month period	US\$ 30,000 or equivalent						
Maximum amount you can withdraw from ATMs in any 24 hour period	AU\$ 6,000	EU€ 3,500	GB£ 2,500	HK\$ 39,000	NZ\$ 7,000	SG\$ 8,000	US\$ 5,000
Some ATM operators may set their own withdrawal limits which may be lower than this limit							

Other Important Information

Please read the following information about your Cash Passport ATM Card carefully:

- It does not generate any interest or other return to the cardholder. You do not earn interest on the amount standing to the credit of the Cash Passport ATM Card Fund accessed by the Card.
- Although the issuer of the Card is an authorised deposit-taking institution in Australia, the Cards are not backed by a deposit account with the Issuer.
- As a Cash Passport ATM Card cardholder, you do not become a depositor with the Issuer and you may not be entitled to the same statutory protection afforded to depositors with the Issuer.

Queries and Complaints

Queries

You should initially address any query relating to your Cash Passport ATM Card to Card Services by calling the appropriate phone number listed on the back of your Card. In no circumstances should you direct any queries to Visa.

Complaints

If you have a complaint, you can contact Card Services by:

- **phone** – call the appropriate phone number listed at www.cashpassport.com.au on the back of your Card
- **mail** – write to Australia Card Services Pty Limited, Level 8, 565 Bourke St, Melbourne VIC 3000 Attention Cash Passport Disputes Resolution
- **email** – write to dispute@travelex.com.au

If you are dissatisfied with the resolution of a complaint you lodge with Card Services, you may be able to refer your complaint to:

Financial Ombudsman Service (FOS)
 GPO Box 3
 Melbourne Vic 3001
 Ph: 1300 78 08 08 Website: www.fos.org.au
 Fax: 03 9613 6399 Email: info@fos.org.au

In addition, if Card Services does not satisfactorily address a complaint, please contact the Issuer by:

- **phone** – call 13 14 22 (from within Australia) or +61 7 4694 9000 (from outside Australia)
- **mail** – write to Heritage Building Society Limited, PO Box 190, Toowoomba, Qld, 4350, Australia
- **fax** – write to fax number 07 4694 9782 (from within Australia) or +61 7 4694 9782 (from outside Australia).

The Issuer will handle all complaints according to its internal dispute resolution procedure (and the EFT Code, where the complaint relates to a transaction covered by the EFT Code).

The Issuer's dispute resolution procedure requires that it seeks to resolve your complaint within 21 days, although it is not always possible to do so. If the Issuer is unable to resolve your complaint to your satisfaction within 45 days, you may be eligible to escalate the complaint to the Issuer's external dispute resolution service. The period of 45 days may be extended in exceptional circumstances or where the Issuer decides to resolve the complaint under the rules of the Visa scheme. If you wish to escalate the complaint, please tell the Issuer, who will facilitate the referral free of charge.

The Issuer's external dispute resolution service is:

Financial Ombudsman Service (FOS)
GPO Box 3
Melbourne Vic 3001
Ph: 1300 78 08 08
Fax: 03 9613 6399
Website: www.fos.org.au
Email: info@fos.org.au

Terms and Conditions

1 Understanding these Terms and Conditions:

1.1 In these Terms and Conditions:

Activate and Activation refer to the activation of the Card or any Additional Card to enable you to use the Card or Additional Card.

Additional Card means an additional "Cash Passport ATM Card" prepaid ATM card (or any replacement) which accesses the Cash Passport ATM Card Fund.

ATM means an automated teller machine.

AU\$ means the lawful currency of Australia.

BPAY® means the "BPAY" electronic payments service through which you can add additional funds to the Cash Passport ATM Card Fund.

Card means the "Cash Passport ATM Card" prepaid ATM card with ATM only access functionality stated in the leaflet accompanying this PDS incorporating these Terms and Conditions and supplied to you. References to the Card include (where consistent with the context) the Card details, Security Details and PIN.

Card Services means any services provided by the Issuer or Card Services (or by service providers on the Issuer's or Card Services behalf) in connection with the Card or an Additional Card. It includes Card Services interactive voice response system (available in English) and call centre accessible using the Security Details, available 24 hours a day on the telephone number or numbers provided from time to time.

Cash Passport ATM Card Fund means the record maintained by the Issuer (or by service providers on the Issuer's behalf) of the funds loaded onto the Card and available for transactions using the Card or any Additional Card.

Distribution Outlet means any Card Services branch, travel agent or other organisation which participates in the Cash Passport ATM Card programme from time to time.

EFT Code means the Electronic Funds Transfer Code of Conduct issued by the Australian Securities and Investments Commission on 1 April 2001, as amended on 18 March 2002, and includes any subsequent amendments or replacements that the Issuer adopts.

EU€ and € mean the lawful currency of Eurozone.

Foreign Currency Card means a Card denominated in a currency other than AU\$.

GBP and GB£ mean the lawful currency of Great Britain.

Global Emergency Assistance means those services set out at the end of these Terms and Conditions.

HKD and HK\$ means the lawful currency of Hong Kong.

Issuer means Heritage Building Society Limited ABN 32 087 652 024, which is the issuer of the Card.

My Account means the internet site at www.cashpassport.com.au, which gives access to information about the Cash Passport ATM Card Fund using the Security Details (or any other internet site we notify to you in replacement).

Negative Balance occurs in certain circumstances when your account is overdrawn. (In rare circumstances an offline transaction may result in the balance of your Card becoming negative. For example if you withdraw more funds than those standing to the balance of your Card. You are liable for any Negative Balance).

NZD and NZ\$ means the lawful currency of New Zealand.

Personal Information is the information that the Issuer and Card Services and their respective agents collect from you, including any application form, correspondence, emails, telephone calls, internet communications and transactional information, in connection with the Card.

PIN means the personal identification number used to access the Card Services via ATMs.

Security Details means some of the information given by you when applying for the Card (or for an Additional Card) or during Activation or any changes made to this information.

SGD and SG\$ means the lawful currency of Singapore.

SMS Reload means a request to load funds to your Card via SMS and direct debit in accordance to the terms and conditions attached to SMS Reload application form.

SMS means the Short Messaging Service provided by your telecommunications mobile phone service provider.

Card Services means Travelex Australia Card Services Pty Limited ABN 47 145 452 044.

Unauthorised Transaction means a transaction not authorised by you, but does not include any transaction carried out by you or by anyone performing the transaction with your knowledge and consent.

USD and US\$ means the lawful currency of United States of America.

We, us, our means the Issuer and, except where the context indicates a different intention, also includes any agent acting on behalf of the Issuer.

You, your means the purchaser of the Card.

1.2 All amounts of money specified in these Terms and Conditions are in Australian dollars (unless otherwise specified).

1.3 References to days, times or periods of time in these Terms and Conditions are reckoned according to Australian Eastern Standard Time.

2 Introduction

2.1 These Terms and Conditions govern the use of the Card and any Additional Card.

2.2 You agree to these Terms and Conditions by using a Card, authorising an Additional Card to be issued, activating a Card or any Additional Card (but these are not the only ways that you can be taken to have agreed to be bound by these Terms and Conditions).

2.3 The Issuer is a subscriber to the EFT Code and warrants that, for as long as it remains a subscriber to the EFT Code, it will comply with the EFT Code in its dealings with you relating to the Card and the Cash Passport ATM Card Fund.

2.4 You acknowledge and agree to the disclosures and other information contained in the Product Disclosure Statement in which these Terms and Conditions are printed. Those disclosures and information form part of the agreement between you and the Issuer except to the extent that these Terms and Conditions provide otherwise or qualify the disclosures and information.

3 Issuing of Cards

3.1 You should memorise the PIN to prevent unauthorised use of the Card. We recommend that you change the PIN to a number you can easily remember. You must also follow the rules on Card security (See condition 13).

3.2 The Card (and any Additional Card) is the Issuer's property. The Issuer may suspend use of the Card (and any Additional Card) and/or ask that you return the Card (and any Additional Card) if the Issuer believes there is a good reason to do so (See condition 17.2). You must ensure that the Card (and any Additional Card) is promptly returned to the Issuer if it asks you to do so.

3.3 The Card is not a credit card and all use is limited to the amount pre-loaded and standing to the credit of the Cash Passport ATM Card Fund and any other limits referred to in these Terms and Conditions.

3.4 There is no interest payable to you on the credit balance of the Cash Passport ATM Card Fund.

3.5 Amounts can be added to the Cash Passport ATM Card Fund only as specifically provided in these Terms and Conditions. The Cash Passport ATM Card Fund is not a facility by which the Issuer takes other deposits from you.

- 3.6 The Cash Passport ATM Card Fund does not amount to a deposit with the Issuer and the amount standing to the credit of the Cash Passport ATM Card Fund does not count as an amount or deposit for any purpose, other than as described in these Terms and Conditions.

4 Activation and Expiry

- 4.1 The Card and any Additional Card is activated and ready to use within the period notified by the Distribution Outlet at the time of purchase.
- 4.2 The expiry date is three (3) years from the date of activation of the Card. Any Additional Card will also expire on the same day as the Card.
- 4.3 The Card cannot be used after it has expired. However, you will still be able to obtain a refund of the Cash Passport ATM Card Fund balance, less any applicable fees. (See condition 11).

5 Use of the Card

- 5.1 The Card (and any Additional Card) may, subject to any applicable fee, be used to withdraw cash from a Visa network ATM. However, the Card (or any Additional Card) must not be used for any unlawful activity.
- 5.2 The Cash Passport ATM Card Fund will be debited with the amount of each cash withdrawal and any fee and these debits will reduce the credit held in the Cash Passport ATM Card Fund. Each transaction will require authorisation via the PIN before completion.
- 5.3 Although the Visa logo may be displayed in some countries the Card may not operate there (due to restrictions of Visa). The Distribution Outlet or Card Services may be able to confirm current availability.
- 5.4 If there are insufficient funds in the Cash Passport ATM Card Fund to pay for a transaction the Card (or Additional Card) may be declined.
- 5.5 You agree to accept a credit to the Cash Passport ATM Card Fund if you are entitled to a transaction reversal or other credit for any reason.
- 5.6 A transaction cannot be stopped once you authorise the use of the Card (or Additional Card).
- 5.7 Card Services and the Issuer are not responsible for ensuring that particular ATMs will accept the Card or any Additional Card.
- 5.8 You must comply with all laws and regulations (including any foreign exchange controls) in respect of the Card (or any Additional Card) in the country of purchase and/or use.

6 Card Limits

- 6.1 Most ATM operators limit the minimum and maximum amounts that can be obtained in a single transaction. These amounts may also be limited (in some countries) by regulatory controls.
- 6.2 Other limits are also applicable to the use of the Card (and any Additional Card), as set out in the fees and limits table. See pages 3 to 5 of this PDS.

7 Additional Cards

- 7.1 One Additional Card will be provided to you free of charge by the Distribution Outlet at the time you purchase the Card.
- 7.2 The Additional Card is used in the same way as the main Card but cannot be used to make credits to the Cash Passport ATM Card Fund.
- 7.3 You can de-activate an Additional Card at any time through the Distribution Outlet or Card Services.
- 7.4 You will be responsible for any transactions made with any Additional Card and for ensuring that an Additional Card is used in accordance with these Terms and Conditions.
- 7.5 The Additional Card is provided to you for your use as a back up in the event the Card is lost or unable to be used. The Additional Card is for your use only and it and its security PIN should not be provided to anyone else.

8 Cash Passport ATM Card Fund

- 8.1 Until the expiry of the Card you can add additional funds to the credit of the Cash Passport ATM Card Fund through the Distribution Outlet (who will advise you of the acceptable methods of payment or through BPAY®, or through SMS Reload, subject to certain limits and subject to a fee (refer to the fees and limits table). There may be a delay (usually no more than 2 business days if the payment is made after 5pm Australian Eastern Standard Time) before funds added to the Cash Passport ATM Card Fund via BPAY® are available. You will be able to access the Cash Passport ATM Card Fund through Card Services or My Account to:

- (a) change some of your personal details;
- (b) check the balance;

CASH PASSPORTTM

PREPAID CURRENCY CARD

Next steps

1. Fill out this order form
2. Provide one of the accepted forms of Photo ID, Drivers Licence or Passport
3. Visit your nearest Cash Passport Retailer
4. Purchase your card
5. Enjoy your trip

Cash Passport ATM Card Application Form

Complete this form in BLOCK LETTERS

Please note that certain information is required for identification purposes in the event of your card being lost or stolen.

Please indicate if this order is a:

- Reloadable new card
 Reload of an existing card

Card type

- US\$ GB£ EU€ NZ\$ AU\$
 HK\$ SG\$

Foreign Card load amount \$ _____ or

Purchase amount (AUD) \$ _____

Card user details

Title: Mr Mrs Miss Ms

First Name _____

Surname _____

Street Address _____

Town/Suburb _____

State _____ Postcode _____

Country _____

Home Telephone Number () _____

Mobile Telephone Number _____

Date of Birth (DD/MM/YYYY) _____

Mother's Maiden Name _____

Signature _____

Date _____

I hereby confirm that I have read and understand the attached PDS (including the Terms and Conditions).

Consent

- By ticking this box I consent to allowing Card Services and / or the Issuer to send me via email or SMS notifications about my Cards and upcoming products and services.

Office Use Only

- Photo ID verified by agent

Privacy Statement

Your Personal Information (important information about your privacy) By purchasing the Card you consent to Card Services, the Issuer and the Distribution Outlet, "we, us, our" (i.e. Card Services branch, travel agent or other organisation from which you purchased the Card which participates in the Cash Passport ATM Card program) collecting, using and disclosing your Personal Information under these Terms and Conditions. The Issuer is required by anti-money laundering legislation to collect Personal Information to identify and verify your identity. If you do not agree to our doing so then we cannot make the Card facility available to you and you should not purchase the Card. You must notify us immediately of any change to your address and other contact details by accessing My Account (via www.cashpassport.com.au) and typing the relevant changes yourself or by contacting Card Services. You should also contact Card Services if you change your name. We will not be responsible if you do not receive any notice or correspondence that has been sent in accordance with the contact details you have provided to us. You may be required to provide information to Card Services, the Issuer, or the Distribution Outlet (including evidence of identity) when purchasing the Card or adding additional funds to the Card. Card Services and the Issuer will take all reasonable precautions to keep Personal Information secure and protect it under its privacy policy. Your Personal Information may be disclosed by Card Services or the Issuer to third parties to facilitate the provision of the Card Services, to monitor compliance with these Terms and Conditions and for anti-money laundering, detection of crime, legal compliance and fraud prevention purposes. Card Services or the Issuer may also disclose Personal Information to collection agencies and lawyers in the event that we seek to recover any money that you owe under these Terms and Conditions. In addition, by successfully applying for Cash Passport ATM Card, you are consenting to Card Services using your Personal Information to notify you of our related products, promotions and customer surveys that we may conduct from time to time. You can elect to not receive further notifications by emailing us at unsubscribe@travelex.com.au, by mail at Level 8, 565 Bourke St, Melbourne Victoria 3000 or by telephone 1800 036 739. Your Personal Information will be processed outside Australia but all service providers are required to have adequate safeguards in place to protect your Personal Information. We will continue to keep such of your Personal Information that is necessary after the expiry of the Card or closure of your Cash Passport ATM Card Fund on the same terms as are set out above. You are entitled to ask Card Services and the Issuer to supply you with any Personal Information that we hold about you. You must submit your request in writing. We will delete any incorrect information or correct any errors in any of your Personal Information that come to our notice. To aid us in the provision of the services provided under these Terms and Conditions, in the interests of security, and to help Card Services and the Issuer maintain and to improve their level of service, all telephone calls may be recorded and / or monitored.

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- (c) check the last 5 transactions through Card Services or all transactions from My Account.
- 8.2 You can change the PIN through My Account.
- 8.3 You may also be able to make a balance enquiry at some ATMs although availability is dependent on the country and the ATM used. There may be a fee payable (to the ATM operator) for balance enquiries.
- 8.4 If an ATM displays a balance for the Cash Passport ATM Card Fund in a currency other than the Card currency, the exchange rate applied may be different to ours and minor discrepancies can arise. An accurate balance can be obtained through Card Services or through My Account.
- 8.5 Information sent over the internet may not be completely secure and the internet and the on-line systems are not controlled or owned by the Issuer or Card Services so neither the Issuer nor Card Services can guarantee that they will function at all times and the Issuer and Card Services accept no liability for unavailability or interruption or for the interception or loss of Personal Information or other data.
- 8.6 Statements will be issued to you periodically at 6 monthly intervals. You can ask Card Services for a paper statement to be posted to you outside the normal statement cycle although there may be a fee for this. You should carefully check all statements for any discrepancies and notify Card Services immediately if you believe there is any discrepancy in any statement.
- 8.7 The Cash Passport ATM Card Fund can only be used if it is in credit. If it becomes overdrawn, and a Negative Balance arises, following any transaction authorised by you, the resulting debit balance immediately becomes a debt payable by you to the Issuer. A fee may also be payable if the Cash Passport ATM Card Fund becomes overdrawn. If the Cash Passport ATM Card Fund does become overdrawn, every attempt should be made to stop subsequent occasions. A fee may be applicable.
- 8.8 If we notice an error in the Cash Passport ATM Card Fund that is our fault we will correct it within 5 business days of becoming aware of the error.
- 8.9 If you notice any error in any transaction in the Cash Passport ATM Card Fund then you must notify Card Services immediately and in any event within 30 business days of the transaction in question. Card Services or the Issuer may request you to provide additional written information concerning any error and you must comply with that request.
- 8.10 Provided that you have complied with all reasonable requests for information we will correct the error if it is our or any of our service providers' fault. If we decide it is not our fault we will notify you in writing or by email as soon as this decision is made. Where we are required to do so, we normally re-credit the Cash Passport ATM Card Fund within 10 business days, although there may be a delay whilst investigations are completed.

9 Fees

- 9.1 You are liable for the fees set out in the fees table. These fees may be debited from the Cash Passport ATM Card Fund as soon as they are incurred.
- 9.2 If there is no credit balance on the Cash Passport ATM Card Fund following the debit of any monthly inactivity fee (refer to the fees and limits table, if the balance is less than the fee we will waive the difference) and the Card has expired, we will automatically close the Cash Passport ATM Card Fund.
- 9.3 The AU\$ Card is intended to be used as a travel money card and not to make withdrawals from ATMs in Australia. A fee of 2.95% of the value of the transaction will apply when you use an AU\$ Card to withdraw from an ATM in Australia and this will be debited from your Cash Passport ATM Card Fund. For example, if you have an AU\$ Card and you withdraw AU\$200 from an ATM in Australia, the amount of this fee will be 2.95% of AU\$200 = AU\$5.90

10 Foreign Currency Transactions

- 10.1 There are four instances where a foreign exchange rate will apply:
- i) initial load or in-branch reload of a Foreign Currency Card;
 - ii) BPAY® or SMS Reloads of a Foreign Currency Card;
 - iii) ATM withdrawals where the local currency is different from the currency of the Card; and
 - iv) where you close a Foreign Currency Card.

The method for calculating the foreign exchange rate for each scenario is as set out below.

- 10.2 The foreign exchange rate used for initial loads and in-branch reloads of Foreign Currency Cards is determined by the Distribution Outlet. You can ask the Distribution Outlet for the exchange rate beforehand. Foreign exchange rates are subject to variation and the rate that applies one day will not necessarily be the same on any other day.

- 10.3 The foreign exchange rate used for BPAY® reloads and SMS Reloads is set and determined by us and varies each day.
- 10.4 If an ATM withdrawal is made in a currency other than that loaded onto the Card, the amount will be converted into the currency of the Card. The foreign exchange rate used is the rate determined by VISA to be the wholesale market rate or the government mandated rate in effect on the day the transaction is processed by VISA (the "Rate"), plus a currency conversion margin of 5.95% for a Card loaded with AU\$, and 8.45% for a Foreign Currency Card. For example if you use a Card loaded with US\$ at an ATM in France, the Rate applies as well as a currency conversion margin of 8.45%. If a Card loaded with US\$ is used at an ATM in the United States, only the Rate applies with no currency conversion margin.
- 10.5 The foreign exchange rate used for closing a Foreign Currency Card is set and determined by us and varies each day. If you wish to confirm the foreign exchange rates before you close your Card you can call us on 1800 036 739. Suppose you have a US\$ denominated Card with US\$100 and you want to close your account and refund the card into AU\$. If the Card Services rate of the day was US\$1.00 = AU\$1.082, you would receive AU\$108.28 less a Cash Passport Closure Fee (which varies from agent to agent but may be up to AU\$10.00).

11 Closing the Cash Passport ATM Card Fund

- 11.1 The Cash Passport ATM Card Fund continues until you ask to close it or it is closed by us in accordance with these terms and conditions (whichever is the earlier), even if the Card has expired.
- 11.2 At any time before the Card has expired, you may be able to arrange through the Distribution Outlet for payment in Australian dollars of any credit balance remaining in the Cash Passport ATM Card Fund, less any applicable fee (refer to the fees and limits table). Depending on which Card Services store or distribution outlet you attend in order to close your Cash Passport ATM Card Fund, the relevant amount will either be paid to you in cash or deposited into your nominated bank account (at our sole discretion). If you experience any difficulty in obtaining this balance through the Distribution Outlet or if the Card has expired then contact Card Services.
- 11.3 Once the Cash Passport ATM Card Fund is closed, you must destroy the Card and any Additional Card by cutting it (or them) in half diagonally and disposing of it (or them) securely.

12 Global Emergency Assistance

- 12.1 You are entitled to Global Emergency Assistance from Activation until expiry of the Card.
- 12.2 The Global Emergency Assistance services are available to you, your partners and children under 16 years of age.
- 12.3 The Issuer does not provide the Global Emergency Assistance services and does not promise that the Global Emergency Services will:
- (a) always be available;
 - (b) be suitable for any purpose; or
 - (c) be provided to any particular standard.
- 12.4 You acknowledge that any changes to, or discontinuance of, the Global Emergency Services can occur without the Issuer's participation.
- 12.5 You also acknowledge and agree that:
- (a) the Global Emergency Services are used at your own risk;
 - (b) the Issuer is not liable for any liability or loss arising in connection with the use by you of the Global Emergency Services or because of the Global Emergency Services being unavailable or discontinued;
 - (c) you will indemnify the Issuer against those liabilities and losses;
 - (d) you cannot make any complaint to the Issuer about the Global Emergency Services; and
 - (e) you do not rely on the Global Emergency Services being available, being suitable for any purpose or being provided to any particular standard in deciding to purchase the Card.

13 Card Security

- 13.1 You must make sure that you keep the Card, any Additional Card, the Security Details and any PINs safe and secure by:
- (a) never allowing anyone else to use the Card or anyone else to use the Additional Card;
 - (b) not interfering with any magnetic stripe or integrated circuit on the Card or any Additional Card;
 - (c) not giving the Card or Additional Card number to any unauthorised person;

- (d) not writing the PINs on the Card or any Additional Card;
 - (e) not carrying the PINs with the Card or any Additional Card;
 - (f) not recording any PINs where it may be accessed by other people;
 - (g) not giving PINs to anyone else (including the police and/or Card Services personnel or the Distribution Outlet's employees);
 - (h) not giving the Additional Card PIN to any person;
 - (i) not giving any Security Details to any unauthorised person;
 - (j) complying with any instructions we give about keeping the Card, any Additional Card and any Security Details safe and secure;
- 13.2 The Card will be disabled if an incorrect PIN is entered three times. If the Card is disabled, please contact Card Services to reactivate the Card. There may be a delay (usually 24 hours) in reactivating a disabled Card.

14 Loss, Theft and Misuse of Cards

- 14.1 If you know or have reason to suspect that the Card (or any Additional Card) is lost or stolen or damaged, likely to be misused or you have reason to suspect that someone else may know the PIN or Security Details, you must stop using the Card and any Additional Card and immediately notify the Distribution Outlet at which you applied for the Card in person or contact Card Services. We will then suspend the Cash Passport ATM Card Fund to restrict further use.
- 14.2 You may be required to confirm details of the loss, theft or misuse in writing (and to provide particular information in the confirmation) and you must comply with that request.
- 14.3 You must assist us and the police in any enquiries and attempts to recover a lost or stolen Card or Additional Card.
- 14.4 If any lost Card or Additional Card is subsequently found it must not be used unless Card Services confirm it may be used.

15 Liability for Unauthorised Transactions

- 15.1 For as long as the Issuer remains a subscriber to the EFT Code, your liability for losses arising from Unauthorised Transactions will be determined under the EFT Code.
- 15.2 You will not be liable for losses resulting from Unauthorised Transactions where it is clear that you have not contributed to the loss.
- 15.3 You will not be liable for losses resulting from Unauthorised Transactions that are caused by the fraudulent or negligent conduct of:
- (a) our staff or agents; or
 - (b) companies involved in networking arrangements.
- 15.4 You will not be liable when Unauthorised Transactions:
- (a) happen with a Card or Additional Card after notification to us that the Card or Additional Card has been misused, lost or stolen or that the security of the relevant PIN has been breached;
 - (b) happen before you receive the Cards and PINs;
 - (c) are made with forged, faulty, expired or cancelled cards or numbers (as applicable); or
 - (d) are the result of the same transaction being incorrectly debited more than once to the same Cash Passport ATM Card Fund.
- 15.5 You will be liable for losses resulting from Unauthorised Transactions where we can prove on the balance of probability that you have contributed to the losses through:
- (a) fraud;
 - (b) voluntarily disclosing the relevant PIN to anyone, including a family member or friend;
 - (c) writing the relevant PIN, or a disguised record of it, on a Card or Additional Card;
 - (d) keeping a record of the relevant PIN without making a reasonable attempt to disguise it or to prevent unauthorised access to it, in a way that it could be lost or stolen with a Card or Additional Card;
 - (e) if you are allowed to select or change a PIN – selecting a PIN which represents your birth date, or an alphabetical code which is a recognisable part of your name, after we or our agents have asked you not to select such a PIN and told you of the consequences of doing so; or
 - (f) acting with extreme carelessness in failing to protect the security of the relevant PIN.
- 15.6 You will be liable for losses resulting from Unauthorised Transactions where we can prove on the balance of probability that you have contributed to the losses through unreasonably delaying notification of the misuse, loss or theft of a Card (or Additional Card) or that the security of the relevant PIN has been breached. However, your liability in this case is limited

to losses occurring between the time that you became aware (or should reasonably have become aware) of the misuse, loss, theft or security breach and when we were actually notified and will not be any higher than that portion of the losses incurred:

(a) on any one day, which exceed any daily transaction limit applicable to the Card (or Additional Card, as applicable); or

(b) exceeding the balance of the Cash Passport ATM Card Fund available for transactions using the Card (or Additional Card).

15.7 You will be liable for losses resulting from other Unauthorised Transactions not described above, but if a PIN was required to perform an Unauthorised Transaction not described above, your liability is limited to the least of:

(a) AU\$150;

(b) the balance of the Cash Passport ATM Card Fund available for transactions using the Card (or Additional Card); or

(c) the actual loss at the time we are notified of the misuse, loss or theft of the Card (or Additional Card) or of the breach of security of the PIN (excluding that portion of the loss incurred on any one day which exceeds the applicable daily transaction limit).

15.8 To dispute a transaction(s) on your card complete the 'Cardholder Statement of Disputed Transactions' form and fax to +44 1733 502179.

16 Replacement Cards

16.1 If the Card (or any Additional Card) is lost, stolen or damaged, you can request a replacement by attending in person at the Distribution Outlet. Prior to the issue of a replacement you may be asked to produce proof of identification. Replacement cards are sent to you at your nominated address by standard post.

16.2 If you are abroad you may contact Card Services who may arrange for funds to be made available from various world-wide outlets or send funds direct to you in place of a replacement Card.

17 Ending of the Agreement

17.1 You may end this Agreement at any time by writing to, or emailing, Card Services and the Cash Passport ATM Card Fund will subsequently be closed (see condition 11).

17.2 The Issuer may ask for the return of the Card or any Additional Card, cancel or suspend their use and/or end this Agreement if:

(a) the Issuer thinks the Card or any Additional Card has been or is likely to be misused;

(b) you breach any of these Terms and Conditions;

(c) the Issuer suspects any illegal use of the Card or any Additional Card;

(d) you gave the Issuer, Card Services or the Distribution Outlet false, inaccurate or incomplete information when you applied for the Card.

17.3 The Issuer may end this Agreement for any other reason, or without assigning a reason, by giving you at least 30 days' notice.

17.4 If the Cash Passport ATM Card Fund is closed, we will refund any credit in the Cash Passport ATM Card Fund (less any fees, see condition 11 for more information).

18 Changing the Terms and Conditions

18.1 We may change these Terms and Conditions (including bringing in new terms, changes in the fees or limits and the services we offer) at our discretion by giving you at least 20 days notice (see condition 21 for details of how we will communicate with you).

18.2 We may change these Terms and Conditions without notice in order to enable us to comply with any laws, legal obligations and anti money laundering policies.

18.3 We may also change these Terms and Conditions without notice in order to make a change necessitated by an immediate need to restore or maintain the security of the system or the Cash Passport ATM Card Fund.

19 Your Personal Information (Important Information about your Privacy)

19.1 By purchasing the Card you consent to the Issuer, Card Services and the Distribution Outlet collecting, using and disclosing your Personal Information under these Terms and Conditions. If you do not agree to our doing so then we cannot make the Card facility available to you and you should not purchase the Card.

19.2 You must notify us immediately of any change to your address and other contact details by accessing My Account and typing the relevant changes yourself or by contacting Card Services. You should also contact Card Services if you change your name. We will not be responsible if you do not receive any notice or correspondence that has been sent in accordance with the contact details you have provided to us.

- 19.3 You may be required to provide information to the Issuer, Card Services or the Distribution Outlet (including evidence of identity) when purchasing the Card or adding additional funds to the Card.
- 19.4 The Issuer will take all reasonable precautions to keep Personal Information secure and protect it under its privacy policy. A privacy statement which sets out the Issuer's and Card Services joint privacy policy in relation to the Card was contained in your application form for the Card.
- 19.5 Your Personal Information may be disclosed by the Issuer or Card Services to third parties to facilitate the provision of the Card Services, to monitor compliance with these Terms and Conditions and for anti-money laundering, detection of crime, legal compliance and fraud prevention purposes. The Issuer or Card Services may also disclose Personal Information to collection agencies and lawyers in the event that we seek to recover any money that you owe under these Terms and Conditions.
- 19.6 In addition, by successfully applying for Cash Passport ATM Card, you are consenting to Card Services using your personal information to notify you of our related products, promotions and customer surveys that we may conduct from time to time. You can elect to not receive further notifications by emailing us at unsubscribe@travelex.com.au, or by mail at Level 8, 565 Bourke Street, Melbourne VIC 3000 or by telephone 1800 036 739. You also consent to us sending SMS's to your mobile phone to advise you of Card features or information relevant to your Card, such as low balance alerts. If you have provided us with your mobile phone number we may also send you low balance and other Card related alerts via SMS. See clause 24 for details on SMS messaging.
- 19.7 Your Personal Information will be processed outside Australia but all service providers are required to have adequate safeguards in place to protect your Personal Information.
- 19.8 Your Personal Information will not be shared or used for any other purpose except as stated above unless we are required or permitted to do so as a result of any government laws and regulations, by a court order or by any business or persons to whom we transfer our rights and obligations under the agreement between you and the Issuer which is governed by these Terms and Conditions.
- 19.9 We will continue to keep such of your Personal Information that is necessary after the expiry of the Card or closure of your Cash Passport ATM Card Fund on the same terms as are set out above.
- 19.10 You are entitled to ask Card Services or the Issuer to supply you with any Personal Information that we hold about you. You must submit your request in writing. We will delete any incorrect information or correct any errors in any of your Personal Information that come to our notice.
- 19.11 To aid us in the provision of the services provided under these Terms and Conditions, in the interests of security, and to help the Issuer and Card Services maintain and to improve their level of service, all telephone calls may be recorded and/or monitored.

20 Our Liability

- 20.1 We will not be liable to you for any loss due to:
- (a) any instructions given by you not being sufficiently clear;
 - (b) any failure by you to provide correct information;
 - (c) any failure due to events outside our reasonable control;
 - (d) any system failure or industrial dispute;
 - (e) any ATM refusing to or being unable to accept the Card or any Additional Card;
 - (f) the way in which any refusal to accept the Card or any Additional Card is communicated to you;
 - (g) any indirect, special or consequential losses;
 - (h) any infringement by you of any currency laws in the country where the Card or Additional Card is issued or used;
 - (i) our taking any action required by any government, federal or state law or regulation or court order; or
 - (j) anything specifically excluded or limited elsewhere in these Terms and Conditions.
- 20.2 However, your liability for Unauthorised Transactions will be determined according to the EFT Code (see condition 15).
- 20.3 If any warranties or conditions are implied because of Part 2 of the Australian Securities and Investments Commission Act 2001 or any similar law in respect of services supplied under these Terms and Conditions or in connection with the Card (or any Additional Card), then our liability for a breach of any such warranty or condition is limited to:
- (a) the supplying of the services again; or
 - (b) the payment of the cost of having the services supplied again.

- 20.4 The Distribution Outlet is only authorised by the Issuer or Card Services to provide the services explained in the Product Disclosure Statement in which these Terms and Conditions are printed. The Issuer is not responsible for and accepts no liability for any other goods or services that may be offered or provided to you by the Distribution Outlet.
- 20.5 The Issuer does not maintain the website through which My Account is accessible. You agree that the Issuer is not responsible for any content on that website other than information relating specifically to you, the Cash Passport ATM Card Fund or your Card (or any Additional Card).

21 Communications

- 21.1 You agree that we may give written notices or other communications to you under or in connection with these Terms and Conditions either:
- (a) by writing to you at your residential or postal address last known to us;
 - (b) by giving it to you personally or leaving it at your residential or postal address last known to us;
 - (c) by electronic communication to your email address or fax number last known to us or which you last gave us for sending notices and communications to you; or
 - (d) if the notice or communication is not personal to you – by publishing a notice in a newspaper circulating nationally in Australia.
- 21.2 For the purpose of giving you information that we are required to provide under the EFT Code (This includes statements of account. It does not, however, cover any information that we want to provide to you that is not required by the EFT Code to be provided to you):
- (a) we will only do so by electronic communication if you have made a specific positive election to accept electronic communications;
 - (b) you have the right to vary your nominated email address or fax number;
 - (c) you have the right to terminate your agreement to receive the information electronically (A fee for the provision of paper communications may apply. Please refer to the fees table); and
 - (d) if within 6 months after the electronic communication is given, you ask Card Services for a paper copy of the information provided electronically, the paper copy will be provided to you.
- 21.3 If we give a notice or other communication to you by email, the content of the notice or communication may be:
- (a) set out in the body of the email;
 - (b) included as an electronic document attached to the email; or
 - (c) made available at My Account for retrieval by you (with the email advising you of this and of the general nature of the information, and giving you the ability to readily retrieve the information electronically. For example, by means of a link to My Account).
- 21.4 If we give a notice or other communication to you:
- (a) by writing to you – you are taken to have received it when it would be delivered in the ordinary course of the post;
 - (b) by giving it to you personally or leaving it for you – you are taken to have received it on the day of delivery; or
 - (c) electronically – you are taken to have received it on the day it is transmitted.
- 21.5 In addition to the ways set out in these Terms and Conditions, we may give you a notice or other communication by using any method allowed or required by a law or the EFT Code. If a law or the EFT Code requires us to use a particular method, we will do so.
- 21.6 You agree that, for the purpose of telephone communications originated or received by us or Card Services, and for the purpose of electronic communications received by us or Card Services, we or Card Services may verify your identity by reference to any or all of the Security Details.

22 Third Parties

- 22.1 The Issuer may transfer its rights and obligations under its agreement with you to any other person or business. If this happens, the person or business to which this agreement is transferred assumes all of the Issuer's rights and obligations under the agreement. From then on, references in these Terms and Conditions to the Issuer are to be read as references to the person or business to which the Agreement was transferred.
- 22.2 Except in those circumstances, nothing in these Terms and Conditions will confer on any third party any benefit or the right to enforce any terms of the Agreement between you and the Issuer.

23 Governing Law

- 23.1 These Terms and Conditions, and the Agreement between you and the Issuer, are governed by the laws of the State of Queensland, Australia and any legal questions concerning the Terms and Conditions or the Agreement will be decided under those laws.
- 23.2 You submit to the non-exclusive jurisdiction of the courts of Queensland, Australia at Brisbane to hear and determine any disputes or legal questions concerning these Terms and Conditions or the Agreement between you and the Issuer.

24 SMS Messaging

- 24.1 We may from time to time send you SMS alerts relating to your account and Card activity. You can stop the SMS alerts at any time by sending 'STOP' to the number indicated in the SMS (your mobile phone provider will charge you their standard SMS fee for sending this SMS). For more information on the SMS services provided by us from time to time, please visit www.cashpassport.com.au

Global Emergency Assistance

Emergency Cash Disbursement

Fulfilment locations: -

- Moneygram Agents.
- Western Union Agents.
- Card Services approved agents.

Receive emergency cash following the loss or theft of your Card(s), within limits set by us from time-to-time.

A Customer Service Representative having established sufficient means of payment (generally by means of funds available on the Card), will arrange for collection by you from the most convenient Card Services authorised location, providing address details, telephone number and opening hours as required.

Fulfilment: Twenty (20) for major destinations and within twenty-four (24) hours elsewhere.

Charges: A charge may be made for this service if the sum exceeds a specified amount and this will be advised prior to the processing of the Emergency Cash.

Emergency Medical Assistance (This service is not intended as a substitute for travel insurance).

You will have access to worldwide medical information and advice. A Customer Service Representative will arrange for the following information to be provided. The information is provided in good faith but without incurring liability and without giving any assurance as to the quality of any advice or care which may be provided by the staff or facilities concerned: -

- Medical Information
Information of a specific nature, in relation to a hospital, doctor, dentist, or pharmacy obtained through local consulate offices including: -
 - Location, address, telephone numbers and opening hours where appropriate, including details of specific facilities, capabilities, medical specialities and languages spoken.
 - Information provided will be of a specific nature regarding the above, however not relating to matters concerning your specific or general medical requirements.
- Medical Counselling
For use in circumstances where either by your request or subsequent referral, the services of a doctor are required for the provision of information, specific advice or recommendations with regard to your individual medical requirements, and an English speaking doctor is not available. Interpreting (in accordance with the Emergency Interpretation Service section detailed below) will be: -
 - Provided by telephone, between the doctor and you. All information exchanged between the doctor and you will remain confidential.

Should you hold medical insurance, and need a medical service, advice will be given of the procedures to contact your insurers.

Charges: Where payment for treatment, consultation, facilities, and services is required, you will be liable for costs.

Emergency Legal Referral

You will have access to the following information for most major locations worldwide. The information is provided without giving any assurance as to the quality of any advice which may be provided by the lawyers concerned. You will be directly liable for all costs incurred if you consult a lawyer, however Emergency Cash can be arranged if requested.

Information will be obtained through local consulate offices and will: -

- Detail location, address, telephone numbers and opening hours. Information provided will be of a specific nature regarding the above, however will not relate to matters concerning your specific or general legal requirements.
- Not include recommendations.

Charges: None for referral service. You will be directly liable for all costs incurred if you result a lawyer.

Lost or Stolen Passport Assistance

Where your passport has been either lost or stolen, we can advise you of telephone numbers, addresses and opening hours of the nearest consulate or embassy.

Charges: None.

Lost or Stolen Card Assistance

Assistance in reporting the loss or theft of credit cards, charge cards or debit cards whilst you are away. The customer service representative will provide you with the relevant card scheme contact telephone numbers to call and in extreme cases where you cannot make contact with their card issuer, attempts will be made to report the loss on your behalf. No responsibility is taken for ensuring that the card issuer acts upon this report. In particular, the card issuer may require direct notification from you.

This service is not available in respect of store cards, loyalty cards, affinity group cards, or other cards which are not general-purpose payment cards.

Charges: None.

Emergency Interpretation Service

Access to worldwide interpretation services, by telephone. A verbal translation to or from English and other common languages will be available in most circumstances using customer communication centre staff *. Should a language not be available, then arrangements will be made for an approved third party service partner to interpret, providing a call back facility if required.

Charges: The service will be free in the cases of genuine emergency (as determined by Card Services) only. *No liability will be taken for any misinterpretation.

Emergency Messaging Service

In the event of an emergency, access via telephone to multi-lingual customer service representatives, where a brief message can be arranged for delivery to a friend, relative or organisation, by means of telephone, fax or E-mail. From an agreed time the customer service representative will make up to six (6) attempts at approximately hourly intervals to convey the message, informing you should this fail.

Charges: The service will be free in the cases of genuine emergency (as determined by Card Services) only.

Service Response

Each request for any service is dealt with according to your individual requirements or circumstances and normally our customer services representatives will be able to deal with any requests within 15 minutes although for the Interpretation Service this may be up to 30 minutes depending on the language required.

Disclaimer: While every effort will be made to ensure that all the information services provide correct information, Card Services is reliant on many information sources some of which are outside our control and Card Services cannot be held liable for the accuracy of these. Please also refer to condition 12 of the Terms and Conditions contained in this PDS.

Updates relating to this PDS

Information in this PDS that is not materially adverse information is subject to change from time to time. You may access this updated information via the internet at **www.cashpassport.com.au**. Alternatively you may request a paper copy of this information free of charge from Card Services. The information which the Issuer will make available by way of these updates is subject to change from time to time*.

*See condition 18 of the Terms and Conditions for more information about changes to the Terms and Conditions.

Reporting lost or stolen cards

In the event your Cash Passport is lost or stolen you must immediately inform Card Services Global Emergency Assistance.

Country	Phone Numbers	Country	Phone Numbers
Argentina	0800 555 5411	Malaysia	1800 80 7338
Australia	1800 889 040	Mexico	01 800 123 4847
Austria	0800 293 496	Monaco	800 93342
Bahrain	8000 0184	Netherlands	0800 022 8308
Belarus	8 (wait for second dial tone) 800 441 (operator call collect to 01733 457816)	New Zealand	0800 450128
Belgium	0800 77205	Norway	800 13898
Brazil	0800 891 7948	Peru	0800 52901
Canada	1 866 681 0353	Philippines	1800 1442 0092
Chile	123 002 06101	Poland	00800 441 2421
South China	10 800 441 0146	Portugal	800 880 432
North China	10 800 744 1099	Russia	8 10800 2073 2044
Colombia	01800 5180565	Saudi Arabia	800 844 0999
Cyprus	800 95158	Singapore	800 4411 256
Czech Republic	800 142971	Slovakia	0800 004264
Denmark	8088 0373	South Africa	0800 99 0517
Dominican Republic	1 888 751 4427	Spain	900 998907
France	0800 905190	Sweden	0200 285690
Germany	0800 1800 756	Switzerland	0800 563 428
Greece	00 800 4413 1396	Taiwan	00801 126842
Hong Kong	800 964453	Thailand	001 800 442 056
Iceland	800 8441	Turkey	00 800 4463 2083
India	000800 1006511	UAE	800 044 0089
Indonesia	001 803 016 0031	UK	0800 0150401
Ireland	1800 481016	Ukraine	810 0441 (operator call collect to 01733 457816)
Israel	180 944 1393	Uruguay	00040 190117
Italy	800 784 451	USA	1 888 713 3424
Japan	00531 78 0167	All other countries*	+1 954 838 8294
Korea (South)	00308 442 0106		

* Please remember to add the international prefix of the country you are in at the beginning of this number (in most cases this is 00, for example 00 1 954 838 8294). Calls to this number are not free of charge.

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