

# ANZ CREDIT CARDS

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CONDITIONS OF USE  
11.2018  
CONSUMER CREDIT CARDS



Containing terms and conditions for:

- ANZ Consumer Credit Cards
- ANZ Internet Banking
- ANZ Phone Banking
- ANZ Mobile Banking
- BPAY®

## ANZ – Contacts

### Postal address

Locked Bag No. 10  
Collins Street West  
Post Office Melbourne,  
Victoria 8007

### For payments

PO Box 607  
Melbourne, Victoria 3001

### Cardholder enquiries

ANZ Cards 13 13 14

### Lost or stolen cards, suspected unauthorised transactions or divulged PINs

Freecall™\* 1800 033 844 (24 hours a day).

\* Free call from fixed lines only. Freecall™ is a registered trademark of Telstra Corporation Limited ABN 33 051 775 556

### Lost or stolen cards

Cards lost in Australia or overseas can be promptly reported via the numbers listed above.

### Lost, stolen or divulged PINs

If you suspect that someone else knows your PIN, contact ANZ immediately. You can request a new PIN to be mailed to you by calling 1800 033 844 (24 hours a day).

Emergency telephone numbers are also displayed on, or within the immediate vicinity of, all ANZ ATMs in Australia.

### Lost, stolen or divulged passwords

For passwords used on-line, call 13 13 14  
For all other passwords, call 1800 033 844  
(24 hours a day).

### Important Notice

This document does not contain all the pre-contractual information required to be given to you.

MasterCard is the registered trademark of MasterCard International Incorporated. SecureCode is the trademark of MasterCard International Incorporated.

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## Introduction

The credit card contract governs the operation of the credit card account and your use of a credit card. It is important that you read and understand the credit card contract. The credit card contract is set out in your Letter of Offer and Parts A and B of this booklet.

*Please contact ANZ if you do not understand, or are unsure about any aspect of the credit card contract.*

Part B in this booklet sets out your rights and obligations involving conducting electronic transactions on your account, for example, Phone Banking, Internet Banking, Mobile Banking, EFTPOS, ATM or the purchase of goods or services from a merchant by providing, either over the phone or on-line, account details to a merchant (or to any other party to whom payment is to be made), either directly or via a third party.

ANZ warrants to comply with the requirements of the ePayments Code which is applicable to all consumer electronic transactions.

Finally, you should also read the notice '**Things you should know about your proposed credit contract**', which is included in this booklet following Parts A and B.

Information on current interest rates, ANZ fees and government charges is also available at any ANZ branch, at [anz.com](http://anz.com) or by calling ANZ Cards on 13 13 14.

## Important things to know about using your ANZ credit card

This booklet contains the detailed Conditions of Use relating to your ANZ credit card account.

The following summary is designed to highlight some of the important information about your credit card account and to help you identify where to find further details within this booklet. The summary is not a substitute for the terms of Parts A and B of this booklet, which you should still read and understand.

### Use of your credit card account and associated interest charges

You can use your credit card account:

- for purchases;
- for cash advances; and
- for balance transfers.

Debits in respect of each of these categories of transactions will be allocated to a different balance. Accordingly, the total outstanding balance on your credit card account at any given time may comprise a purchases balance, a cash advances balance and a standard balance transfers balance. It may also comprise one or more relevant Promotional Plan balances if you have accepted a Promotional Plan offer, including by using the account for a transaction to which a Promotional Plan applies.

ANZ may debit your credit card account for ANZ Fees and relevant stamp duty and other government charges, including those related to any of the above transactions, and these fees and charges will be allocated amongst the different transaction balances in the manner described in this booklet.

Except to the extent an interest free period applies to an amount included in the purchases balance:

- we will charge interest on each transaction balance of the credit card account (including on any fees, charges and previously billed interest contained in the transaction balance), on a daily basis – different interest rates may apply to different transaction balances;
- we will generally charge interest on each transaction from the day on which that transaction occurs.

Your monthly statement of account that we send you shows any interest that you have been charged during the relevant statement period.

## **Understanding interest and interest free periods**

### *Interest free periods on purchases*

We offer credit card accounts with interest free periods on purchases and some credit card accounts without. If you're unsure whether your account has interest free periods on purchases please refer to your Letter of Offer.

*If your account has interest free periods on purchases, you can avoid paying interest on the purchases balance by always paying the full Closing Balance shown on each statement of account by the applicable DUE DATE.*

If you don't pay the full Closing Balance shown on a statement of account by the applicable DUE DATE, the purchases balance will attract interest. This interest will be charged on the purchases balance from the day after the applicable DUE DATE. However, where you miss such a full payment, you may regain the benefit of interest free periods on purchases either by ensuring that the Closing Balance as at the end of a statement period is zero, or by paying the full Closing Balance shown on a subsequent statement of account by the applicable DUE DATE.

If you do so, you will generally still be charged interest on the purchases balance for the period up to and including that occurring. However, we won't charge interest on the purchases balance from the day after that occurring until the DUE DATE shown on the next statement of account.

You can then avoid further interest on your purchases balance if you continue to pay the full Closing Balance shown on each subsequent statement of account by the applicable DUE DATE.

If your credit card account doesn't have interest free periods on purchases, we will charge interest on the entire outstanding balance on the account (including in respect of any purchases), on a daily basis.



### *Cash advances attract interest*

A cash advance (for example, if you take out cash from an ATM and select 'credit' as the account type, or a cash equivalent transaction such as the purchase of gambling chips) will always attract interest, regardless of whether you have interest free periods on your credit card account.

With cash advances it's important to know that interest will generally be charged from the date of the cash advance and will continue to be charged on the outstanding cash advances balance until you pay off that transaction balance (including any previously billed interest, fees and charges) in full.

You may avoid being charged interest on a cash advance if your credit card account is in credit (by at least the amount of the cash advance) at the time of the cash advance. Your account may be in credit if, for example, you have previously paid more off your account than you owe.

### *Balance transfers can affect how interest is charged on your credit card account*

A balance transfer is where we provide credit to pay off an outstanding amount on a non-ANZ account (such as a credit, charge or store card account), and we have agreed (at your request) to treat the transaction as a balance transfer. In some cases, a promotional interest rate (for example, 2.9% p.a. for 12 months, or 0% p.a. for 6 months) may apply to that balance transfer.

Before requesting a balance transfer, it's important to know that we will generally start charging interest on that balance transfer from the date on which we process it.

A misconception about balance transfers is that a 0% balance transfer means that interest will not be charged on any component of your credit card account. Whilst interest will not be charged on the 0% balance transfer, interest will still be charged in the normal manner on any other debits to your account. For example, interest will be charged on your purchases balance, except to the extent an interest free period applies.

The amount of the 0% balance transfer will be included in the Closing Balance shown on a relevant statement of account. Accordingly, an interest free period will generally not apply in

relation to relevant purchases if you do not pay the full Closing Balance (including the 0% balance transfer) for such a statement of account by the applicable DUE DATE.

For further details about how interest is calculated please refer to Clauses (19) to (21) of Part A in this booklet.

## **Making payments to your account**

### *Application of payments*

Different interest rates may apply to different transaction balances on your credit card account. When you make a payment, we will apply that payment to amounts outstanding on your account in the order described below, unless the terms of a payment agreement between you and ANZ varies this approach.

- A payment is applied first to amounts that appeared on the most recent statement of account issued prior to the payment, and then to amounts debited to the account after the date of issue of that statement of account and before the payment.
- In each of the above cases, amounts that attract a higher interest rate are paid off in priority to amounts that attract a lower interest rate.

If you have a payment agreement, your payments will be applied in a different way. For example, if you have an Instalment Plan, your payments will be applied in the manner described in Clause (18)(d) of Part A in this booklet, unless the terms of the Instalment Plan say otherwise.

For full details about how payments are applied please refer to Clause (18) of Part A in this booklet.

An example is set out below:

1. Assume that the interest rate on purchases is 15% p.a. and the interest rate on cash advances is 20% p.a.
2. You make a purchase of \$500. You then obtain a cash advance of \$100. There are no other transactions on your account.
3. You make a payment of \$100 to your account.

The \$100 payment goes towards repaying the \$100 cash advance, not the \$500 purchase.

### *Minimum Monthly Payments and other due payments*

The monthly statement of account that we send you shows you how much your Closing Balance is and how much you need to pay as the minimum (being the 'Minimum Monthly Payment' shown on the front of your statement of account plus any overlimit amounts or overdue amounts).

The Minimum Monthly Payment we require from you is generally 2% of the relevant Closing Balance (subject to a minimum of \$25).

This gives you flexibility to manage your credit card account according to your needs, as you can decide whether to pay off the full Closing Balance, the Minimum Monthly Payment (plus any overlimit amounts or overdue amounts) or an amount in between.

If you cannot pay the Closing Balance in full but wish to reduce the amount of interest you are charged, you can pay more than the Minimum Monthly Payment.

### **Fees**

We tell you which fees can apply to your credit card account in your Letter of Offer, and you can also find these in the ANZ Personal Banking General Fees and Charges and ANZ Personal Banking Account Fees and Charges booklets which are available on [anz.com](http://anz.com) or at any ANZ branch.

Some of the key fees you need to know are below:

#### *Annual Fees*

These fees are charged to your account each year. Sometimes, depending on which ANZ credit card account you have, you will see more than one fee charged on your statement of account. Some products, such as an account that offers a rewards program, may have rewards or additional cardholder fees that apply per cardholder on your account.

*Fees that apply when you do something, or request us to do something for you*

We provide you with services on your credit card account and sometimes there are fees for doing so. The most common service fees are:

- Cash Advance Fees
- Overseas Transaction Fees
- Balance Transfer Fees
- Late Payment Fees

- Overlimit Fees (These fees do not apply to certain customers and accounts. For more information, refer to Clause (2) of Part A in this booklet or your Letter of Offer).

You can avoid some of these fees:

*You can avoid Late Payment Fees by paying the Minimum Monthly Payment shown on your statement of account by the DUE DATE, as well as paying any overlimit amounts or overdue amounts*

- We have convenient services available to you that make it easy to make your minimum payment on time such as CardPay Direct – please ask us for details.

*You can avoid Overlimit Fees (if these apply to your account) by staying within your approved credit limit*

- We tell you what your credit limit is on your Letter of Offer, and it's also shown on your monthly statement of account
- Sometimes you might have a transaction that temporarily causes you to exceed your credit limit. Where you and the transaction which would exceed your credit limit satisfy our criteria, we will provide you with a convenient service to cover your payment needs – we call this service an Informal Overlimit facility. An Overlimit Fee may be charged for this service.
- You can ask us to decline certain transactions that might help ensure you don't exceed your credit limit. Please see Clause (2) of Part A in this booklet for further information.

### **Check your statement of account carefully – have you received the goods or services you've been charged for?**

Please check your statement of account carefully. If you don't recognise a transaction, or if you have not received the goods or services you've paid for, you may be entitled to have that transaction reversed.

You must notify us immediately. If you raise a query about a transaction more than 75 days after it was made we may not be able to assist you as Visa and MasterCard® provide rules and timeframes for action on your behalf. In some cases, such as where the ePayments Code applies, these time limits may not apply.

Please refer to Clause (11B) of Part A in this booklet for more information.

### **Additional Cardholders**

If you have an additional cardholder on your account please be aware that you (the primary cardholder) are responsible for all transactions made on your credit card account, including those of the additional cardholder. The credit card contract also governs the use by the additional cardholder of the account and associated credit card.

Please refer to Clause (4) of Part A in this booklet for more information.

### **Changes that we can make to your credit card contract**

This booklet tells you how we'll notify you about changes to your credit card contract. There are some changes that we'll tell you about in advance.

If we change the way we calculate interest or introduce a new fee or charge, we'll tell you in advance. This gives you time to understand how the change may affect you and to discuss the change with us if you require more information.

There are other instances where we will make a change and tell you about it on the day that the change takes effect. For example, if we change an interest rate we may tell you about it by advertising the change in a major newspaper and also tell you about the change on your next statement of account.

Please refer to Clause (33) of Part A in this booklet for more information.

### **If your card is ever lost or stolen please tell us immediately**

We hope it never happens to you but if your credit card is ever lost or stolen, or if you believe your credit card account or account details have been or may have been used by someone else without your authority, then you must tell us immediately.

This helps protect you as much as possible from any loss or liability. At ANZ we have invested in protecting your account from misuse, but you need to treat your credit card and your personal information carefully at all times.

Please refer to Clause (27) of Part A in this booklet for more information.

## Meanings of words

Some of the terms used in these Conditions of Use are defined in Clause (48) of Part A in this booklet.

### PART A

## The ANZ Credit Card Contract

### (1) Agreeing to the terms of the credit card contract

ANZ is the credit provider for this credit card contract. You accept ANZ's offer to provide credit on the terms and conditions in the credit card contract when the credit card account is first used or by doing anything else described in the Letter of Offer as indicating your acceptance.

### Opening an account

#### (1.1) Identification

Federal Government legislation requires ANZ to verify the identity of all account holders, signatories and agents. Any account holders, signatories and agents must satisfactorily meet ANZ's Customer Identification Process.

## The Credit Limit

### (2) The Credit Limit

- (a) Your credit limit is set out in the Letter of Offer and is for the credit card account. If ANZ issues more than one credit card for use on your credit card account no separate limit applies for each credit card. The account holder can ask ANZ to increase or decrease the credit limit at any time. ANZ is not required to agree to any request to increase the credit limit. ANZ is not required to agree to any request to decrease the credit limit if the decrease would result in the outstanding balance on the credit card account exceeding the credit limit.
- (b) From time to time, there may be a debit made to your credit card account which, if processed, would temporarily result in the outstanding balance on the credit card account exceeding your credit limit. ANZ has an Informal Overlimit service to help you in these circumstances.

- (c) When a debit is initiated which, if processed, would result in the outstanding balance on the credit card account temporarily exceeding your credit limit, you make a request for an Informal Overlimit amount. ANZ will consider your request for an Informal Overlimit amount and, if both the debit and the account holder satisfy ANZ's credit criteria for Informal Overlimit amounts, ANZ will allow the debit to be processed as an Informal Overlimit amount, on the following terms:
- interest will be charged on the Informal Overlimit amount (and all related interest charges, ANZ Fees, stamp duty and other government charges) pursuant to Clause (20.1), (20.2), (20.3) or (21.2), depending upon whether the Informal Overlimit amount (and the related interest charges, ANZ Fees, stamp duty and other government charges) form part of:
    - the purchases balance of the credit card account;
    - the cash advances balance of the credit card account;
    - the standard balance transfers balance of the credit card account; or
    - any relevant Promotional Plan balance of the credit card account;
  - an Overlimit Fee will be charged if we determine that:
    - (1) Your account was opened before 18 June 2012 and either:
      - a. you have not asked us to decline transactions (in most cases) that will take you over the credit limit; or
      - b. you had asked us to decline the transactions referred to in (a), but have since asked us to approve these transactions where they meet ANZ's criteria by consenting to be charged an Overlimit Fee; or
    - (2) Your account was opened on or after 18 June 2012 and you have consented to be charged an Overlimit Fee.

(Please refer to your Letter of Offer for details.);

- the Informal Overlimit amount, any interest on that amount and any Overlimit Fees will be debited to your credit card account; and
  - you must repay the Informal Overlimit amount on the earlier of:
    - the time shown for payment of 'Overdue/ Overlimit' amount on the next statement of account after the Informal Overlimit amount is debited to your credit card account; and
    - the day that is 60 days after the day on which the Informal Overlimit amount is debited to your credit card account.
- (d) By processing a debit as an Informal Overlimit amount, ANZ is not increasing the account holder's credit limit.
- (da) ANZ may also notify you if you exceed the credit limit of your credit card account.
- (e) For the purposes of determining whether a debit would, if processed, result in the outstanding balance on the credit card account temporarily exceeding your credit limit, ANZ will take account of any positive (credit) balance on the credit card account before the relevant debit is processed (that is, the amount of the debit will effectively be applied against such credit, and only the excess will contribute to the outstanding balance on the credit card account).
- (f) If you want to avoid exceeding your credit limit, you should ask ANZ:
- how to have ANZ decline transactions you initiate that will take you over your credit limit (but only if ANZ already provides you with the Informal Overlimit service in these circumstances) – please note that this service is not available for all transaction types (for example, it is not available for a transaction that is not electronically authorised such as a purchase that is manually debited to your credit card account if EFTPOS is not available). Please ask for our ANZ Credit Card Overlimit Opt Out/ Withdraw Consent Form;



- about ways in which you can monitor the outstanding balance on your credit card account; or
- if you have longer-term, ongoing borrowing needs, how to manage your credit limit or for information about other products that may better suit your needs.

## Using the credit card account

### (3) How you can use the credit card account

- (a) The credit card account must be used wholly and exclusively for your personal, domestic or household use.
- (b) You must not use the credit card account for any unlawful purpose, including the purchase of goods or services prohibited by the laws of the jurisdiction you are in.

### (4) Allowing use by others

- (a) ANZ may issue an additional credit card to any person the account holder nominates, provided that person is over the age of 16 years.
- (b) The account holder is responsible to ANZ for the operation by an additional cardholder of the credit card account and any other account linked to the credit card account. If an additional cardholder does not comply with the credit card contract, the account holder will be liable to ANZ. The account holder should therefore ensure that each additional cardholder receives a copy of the credit card contract and reads and understands it.
- (c) The account holder acknowledges and agrees that any additional cardholder can:
  - (i) operate the credit card account and any account linked to the credit card account in the same way that an account holder can (however, an additional cardholder cannot ask ANZ to increase the credit limit or nominate another person to receive an additional credit card); and
  - (ii) obtain information about the credit card account and any accounts linked to the credit card account in accordance with the law and with any authorisation given by the

account holder. For example, certain authorisations are given by the account holder when the application form is signed.

- (d) An account holder can cancel an additional card(s) by calling ANZ or visiting any ANZ branch. ANZ will only cancel the additional card(s) when the account holder has returned it to ANZ or has taken all reasonable steps to return it to ANZ.

#### **(5) Credit card acceptance**

- (a) A credit card will normally be honoured by financial institutions and merchants displaying the appropriate credit card symbol. However, credit card promotional material displayed on any premises cannot be taken as a warranty by the financial institution, merchant or any person carrying on business there that all goods and services available at those premises may be purchased with the credit card.
- (b) The price the merchant charges for goods and services purchased using the credit card account may vary from the price a merchant charges for the same goods and services purchased with cash.
- (c) Unless required to do so by law ANZ does not accept any liability:
  - (i) if any financial institution or merchant displaying a credit card symbol refuses to accept or honour a credit card; and
  - (ii) for goods or services purchased with a credit card.
- (d) Any complaints about goods or services purchased with a credit card must be resolved directly with the merchant concerned.

#### **(6) Credit card validity and expiry**

For security reasons, your credit card must be signed immediately by the person in whose name it has been issued and must only be used within the 'valid from' and 'until end' dates (in the case of a MasterCard® credit card 'valid dates' shown on the credit card). Further, you must ensure that as soon as any credit card issued in relation to the credit card account expires, it is destroyed, by cutting it (including any chip on the card) diagonally in half.

## (7) Using your credit card for foreign currency amounts

### Visa

- (a) All purchases, cash advances and other amounts to be debited to the credit card account that are incurred in a currency other than Australian dollars will be converted into Australian dollars by Visa. The conversion rate used is a wholesale market rate selected by Visa from a range of wholesale rates one day before conversion of the relevant amount by Visa.

### MasterCard®

- (b) All purchases, cash advances and other amounts to be debited to the credit card account that are incurred in a currency other than Australian dollars will be converted into Australian dollars by MasterCard International Incorporated. Where an amount is incurred:
  - (i) in United States dollars – it will be converted into Australian dollars; and
  - (ii) in another currency – it will first be converted into United States dollars and then converted to Australian dollars,using conversion rates set in accordance with MasterCard International Incorporated's Rules as at the date of conversion.

## Transactions on your credit card account

### (8) Transactions on your credit card account

- (a) The account holder agrees that ANZ can debit the credit card account with all transactions authorised by you. Transactions can be authorised by you by:
  - (i) using your credit card, alone or together with your PIN, in conjunction with any electronic equipment;
  - (ii) presenting your credit card to a merchant and signing a voucher or other documentation acceptable to ANZ authorising the transaction;
  - (iii) providing the credit card account details to a merchant or to any other party to whom

payment is to be made, either directly or via a third party, in a manner acceptable to ANZ, for example, over the phone or on-line; or

- (iv) transferring funds electronically using ANZ Internet Banking, ANZ Phone Banking or ANZ Mobile Banking.
- (b) You can authorise a transaction for either a particular amount or for particular goods or services. For example, if you hire a car, you may authorise a transaction for both the rental and any additional costs, such as the cost of any damage to the vehicle.
- (c) When you authorise a transaction:
  - (i) you are confirming the validity of the amount of the transaction, that is, the transaction correctly represents the amount paid for the goods or services obtained, or the amount of the cash advance;
  - (ii) the account holder is agreeing to pay (in Australian dollars) the amount of that transaction; and
  - (iii) you agree that ANZ provides you with credit equal to the amount of the transaction on the date on which you make the transaction.
- (d) Despite any other provision in these terms and conditions, ANZ may permit you to make payments to the credit card account or undertake cash advances at an agent, contractor or service provider of ANZ. Where such payments or cash advances are permitted by ANZ, the time for processing the relevant credits or debits to the credit card account may vary. Limits may also be imposed on the amount or types of payments or cash advances that may be made at an agent, contractor or service provider. Details of any processing times and limits will be published on <http://www.anz.com.au/personal/ways-bank/>

### **(8.1) Anti-Money Laundering and Sanctions**

- (a) You agree that ANZ may delay, block or refuse to process any transaction without incurring any liability if ANZ suspect that the transaction:
  - (i) may breach any laws or regulations in Australia or any other country;

- (ii) involves any person (natural, corporate or governmental) that is itself sanctioned or is connected, directly or indirectly, to any person that is sanctioned under economic and trade sanctions imposed by the United Nations, the European Union or any country; or
  - (iii) may directly or indirectly involve the proceeds of, or be applied for the purposes of, unlawful conduct.
- (b) You must provide all information to ANZ which ANZ reasonably requires in order to manage anti-money laundering or counter-terrorism financing and economic and trade sanctions risk or to comply with any laws in Australia or any other country.
- (c) You agree that ANZ may disclose any information concerning yourself to:
  - (i) any law enforcement, regulatory agency or court where required by any such law or regulation in Australia or elsewhere; and
  - (ii) any correspondent ANZ uses to make the payment for the purpose of compliance with any such law or regulation.
- (d) Unless you have disclosed that you are acting in a trustee capacity or on behalf of another party, you warrant that you are acting on your own behalf in entering into the credit card contract.
- (e) You declare and undertake to ANZ that the processing of any transaction by ANZ in accordance with your instructions will not breach any laws or regulations in Australia or any other country.

## **(8.2) Gambling transactions**

- (a) You agree that ANZ may block or refuse to process any gambling transaction on your credit card account without incurring any liability.
- (b) ANZ will publish guidelines on anz.com from time to time outlining the circumstances in which ANZ will generally block or refuse to process a gambling transaction. ANZ will notify the account holder of the publication of any new or amended guidelines at least 20 days before the day on which the guidelines take effect by

notice on or with a statement of account or by an advertisement in a newspaper circulating throughout each State and Territory of Australia.

- (c) A gambling transaction is any transaction identified by ANZ as being for gambling or gaming purposes. ANZ is generally only able to identify a transaction with a merchant as a gambling transaction based on information (including the type of business conducted by the merchant) provided by the merchant and the relevant intermediary financial institution (i.e. the financial institution with which the merchant has entered into an agreement, enabling the merchant to accept payment for goods and services by credit card). Accordingly, certain transactions made with certain merchants may be identified by ANZ as gambling transactions, even though such transactions are not for gambling or gaming purposes. The most common types of merchant outlet where this may occur are newsagencies and merchants that sell lottery tickets or other gambling/gaming products. Similarly, ANZ may not identify a transaction as a gambling transaction, even though the transaction is for gambling or gaming purposes.
- (d) Nothing in this clause, or in any guidelines published on [anz.com](http://anz.com) in accordance with this clause, obliges ANZ to decline a gambling transaction or limits your liability to ANZ in respect of any gambling transactions processed to your credit card account. You should contact ANZ if you believe that a transaction has been incorrectly identified by ANZ as a gambling transaction and declined on that basis.

**(9) Cash advances**

- (a) Subject to paragraph (d), you can obtain cash advances using your credit card. For ANZ issued credit cards, the minimum cash advance available at ANZ ATMs is \$20. The amounts may vary for cash advances obtained overseas. The minimum amount of any cash advance may also vary between financial institutions.
- (b) ANZ may impose limits on the amount you can withdraw by way of a cash advance. Any limit on the amount of a cash advance will be advised as soon as reasonably practicable after the limit is put in place.

- (c) You may be required to produce suitable identification when requesting a cash advance.

#### **(10) Authorisations**

- (a) Before any transaction is made, the merchant or other person involved in the transaction may obtain an authorisation for the transaction. This authorisation is for the purpose of establishing that there are sufficient funds available in the credit card account for the transaction. This authorisation may be completed for a transaction that occurs at a later time such as car hire, accommodation and transactions at unmanned terminals (for example, unmanned petrol stations).
- (b) Once the authorisation is obtained, it will reduce the amount of available funds in the credit card account. If the purchase or other transaction is not completed, the amount of available funds in the credit card account may continue to be reduced for up to six ANZ business days after the authorisation is obtained.

#### **(11) Recurring transactions and other standing authorities**

- (a) You can, at any time, authorise another person or company (merchant) to transact on the credit card account.
- (b) To cancel such an authority, you must notify the merchant in writing at least 15 days before the next transaction is due to be processed. Until you cancel the authority, the merchant is entitled to request ANZ to debit the credit card account and ANZ is obliged to process any request in the ordinary course. If the merchant does not comply with your request to cancel the authority, you must send ANZ a copy of your correspondence with the merchant to enable ANZ to dispute the relevant transaction(s) on your behalf according to the procedure in Clause (11B).
- (c) In some circumstances, if your credit card account number changes (for example, if your credit card account is closed or your credit card is lost or stolen), or your credit card is cancelled, and you fail to provide alternative payment details (for example, your new credit card account number) to the merchant, ANZ may stop processing the transactions, after giving notice to the merchant, and this may cause the merchant to stop providing the goods and services.

## **(11A) Refunds and reversals**

- (a) A credit in respect of:
- (i) a refund for goods returned to a merchant or for services cancelled by agreement with a merchant; or
  - (ii) a reversal of a transaction by a merchant (for example, where the transaction was effected by the merchant in error),

will generally be processed to the credit card account on the date on which we receive notification from the merchant or any relevant intermediary financial institution that the relevant credit is to be applied to the credit card account.

- (b) The credit for the refund or reversal will, unless we agree otherwise, be applied to reduce:
- (i) first, amounts forming part of the transaction balance identified from the information provided to ANZ by the merchant and any relevant intermediary financial institution in connection with the refund or reversal; and
  - (ii) then, if there is any part of the credit remaining, amounts forming part of another transaction balance we choose, and so on until there is no part of the credit, or no outstanding amounts on the credit card account, remaining.

In each case, we will apply that credit in the following order:

- (iii) first, to reduce amounts that appeared on the most recent statement of account issued prior to the date assigned to the credit; and
  - (iv) secondly, to reduce amounts debited to the credit card account on or before that date that have not appeared on a statement of account.
- (c) Any part of the credit remaining after application in accordance with paragraph (b) will be dealt with in accordance with Clause (18)(f) (as if the credit referred to in Clause (18)(f) were that part).

## **(11B) Disputing a transaction**

- (a) You may be entitled to reverse (chargeback) a transaction where you have a dispute with a merchant. For example, you may be entitled to reverse a transaction where the merchant has



not provided you with the goods or services you paid for.

- (b) You must notify ANZ if you believe you are entitled to reverse all or part of a transaction.
- (c) If ANZ determines to credit the credit card account with the relevant part of the amount of the relevant transaction, that credit will, unless we agree otherwise, be applied to reduce:
  - (i) first, amounts forming part of the transaction balance to which the relevant transaction amount was initially debited; and
  - (ii) then, if there is any part of the credit remaining, amounts forming part of another transaction balance we choose, and so on until there is no part of the credit, or no outstanding amounts on the credit card account, remaining.

In each case, we will apply that credit in the following order:

- (iii) first, to reduce amounts that appeared on the most recent statement of account issued prior to the date assigned to the credit; and
  - (iv) secondly, to reduce amounts debited to the credit card account on or before that date that have not appeared on a statement of account.
- (d) Any part of the credit remaining after application in accordance with paragraph (c) will be dealt with in accordance with Clause (18)(f) (as if the credit referred to in Clause (18)(f) were that part).
  - (e) You should notify ANZ immediately of a disputed transaction. Credit card scheme operating rules impose time limits after the expiry of which ANZ is not able to reverse a transaction. The minimum time limit generally applicable is 75 days after the disputed transaction but some time limits are longer. In some cases where the ePayments Code applies, the time limits may not apply. If you do not notify ANZ in time, ANZ may be unable to investigate your claim in which case you will be liable for the transaction. It is your responsibility to review carefully your statements of account. ANZ is not responsible for any loss to you if you do not ask ANZ to reverse a transaction within an applicable time limit.

- (f) You are not able to reverse a transaction authenticated using either MasterCard® SecureCode™ or Verified by Visa unless ANZ is liable as provided in your Electronic Banking Conditions of Use.

## Statements of account

### **(12) When will the account holder receive a statement of account?**

- (a) ANZ will issue a statement of account to the account holder in respect of each statement period unless:
  - (i) at the end of the statement period the outstanding balance on the credit card account is less than \$10 (or any other limit prescribed by law) and no amounts have been entered on the credit card account since the previous statement period (other than debits for government charges or duties on receipts or withdrawals);
  - (ii) the account holder has been in default during the statement period and for the last two (2) statement periods and ANZ has determined not to provide, and has not provided, further credit;
  - (iii) the account holder has died or is insolvent and the account holder's personal representative or trustee in bankruptcy has not requested a statement of account; or
  - (iv) ANZ is otherwise excused from sending the account holder a statement of account by law.
- (b) For the purposes of this Clause (12), a credit card account with a positive (credit) balance at the close of the statement period will be deemed to be an account with an outstanding balance of less than \$10.

### **(13) What will appear on the statement of account?**

- (a) The statement of account will detail all amounts debited or credited to the credit card account during the statement period, including any refunds or reversals or payments made as well as any interest charges, ANZ Fees, stamp duty and other government charges debited to the credit card account.

- (b) The statement of account will also include a minimum repayment warning. This information is intended as a guide only and you should always refer to the payment details contained in the 'Payment Summary' box on your statement of account.
- (c) The statement of account will always be expressed in Australian dollars and must be settled in Australia with Australian dollars.
- (d) The account holder should check each statement of account carefully once it is received and immediately notify ANZ of any transaction the account holder believes to be an unauthorised or disputed transaction or any other error. Details of ANZ's dispute resolution procedure is set out in Clause (28) and the procedure to dispute a particular transaction is set out in Clause (11B).

## Making payments to your credit card account

### (14) Repayment obligations

The statement of account shows how much the account holder must pay to ANZ and when those amounts are payable.

#### (14.1) Amounts payable immediately

- (a) The greater of:
  - (i) overlimit amounts; and
  - (ii) overdue amounts,will be shown on statements of account as being payable immediately, and the account holder must pay that amount accordingly.
- (b) The amount shown on the relevant statement of account as being immediately payable may, at ANZ's discretion, also include the full amount (or any part thereof) of any enforcement expenses referred to in Clause (29)(c).

#### (14.2) Amounts payable by the DUE DATE

##### What amounts are payable by the DUE DATE?

- (a) The account holder must pay the 'Minimum Monthly Payment' shown on each statement of account by the DUE DATE in that statement of account. This is in addition to any amount shown

on the statement of account as being payable immediately. Additional payments can also be made towards the 'Closing Balance' shown on the statement of account.

**How is the 'Minimum Monthly Payment' calculated for statements of account that do not include relevant Promotional Plan balances?**

- (b) Subject to paragraph (c), the 'Minimum Monthly Payment' for a particular statement of account that does not include relevant Promotional Plan balances, generally comprises (and will not exceed) the amount (rounded up to the nearest dollar) that is equal to:
  - (i) if the Closing Balance less any overdue amounts exceeds the credit limit – 2% of the credit limit;
  - (ii) otherwise – 2% of the Closing Balance.
- (c) However, if the amount calculated in accordance with the above is \$25 or less, the 'Minimum Monthly Payment' will be the lesser of \$25 and the Closing Balance.

**How is the 'Minimum Monthly Payment' calculated for statements of account that include relevant Promotional Plan balances?**

- (d) Subject to paragraph (e), the 'Minimum Monthly Payment' for a statement of account in respect of a particular statement period, where that statement of account includes relevant Promotional Plan balances, generally comprises (and will not exceed):
  - (i) any instalments that, under the terms of an Instalment Plan, become due to be paid during the next statement period; plus
  - (ii) the amount (rounded up to the nearest dollar) that is equal to:
    - (A) if the Closing Balance less any overdue amounts exceeds the credit limit, and the aggregate of all relevant Promotional Plan balances does not exceed the credit limit – 2% of the amount that is equal to the credit limit after deducting:
      - (1) the amount (if any) referred to in paragraph (i), and any instalments that, under the terms of an Instalment Plan,

were due to be paid previously and remain outstanding; and

- (2) the Instalment Plan and Buy Now Pay Later plan balances as at the close of that statement period;
  - (B) otherwise – 2% of the amount that is equal to the Closing Balance after deducting the amounts referred to in paragraphs (ii)(A)(1) and (2).
- (e) However, if the amount calculated in accordance with the above is \$25 or less, the 'Minimum Monthly Payment' will generally be (and will not exceed) the lesser of:
- (i) \$25; and
  - (ii) the Closing Balance less the Instalment Plan and Buy Now Pay Later plan balances as at the close of that statement period (if any).

#### **How is the DUE DATE determined?**

- (f) Unless advised to the contrary by ANZ in your Letter of Offer or accompanying materials or otherwise in accordance with Clause (33), the DUE DATE in respect of each statement period is:
- (i) if your Letter of Offer specifies that you have a maximum interest free period on purchases of 55 days, or your credit card account is a No Interest Free Period credit card account – 25 days after the end of the statement period; and
  - (ii) otherwise – 14 days after the end of the statement period.

If the DUE DATE would fall on a day that is not an ANZ business day, the DUE DATE will be the next ANZ business day.

#### **(15) How to make payments to the credit card account**

- (a) You can only make payments to the credit card account:
- (i) by transferring funds from a linked account using ANZ Internet Banking, ANZ Phone Banking or ANZ Mobile Banking;
  - (ii) by making payment using BPAY®;

- (iii) by depositing funds, or transferring funds from a linked account, at selected ANZ ATMs;
  - (iv) by sending a cheque drawn on an Australian financial institution or money order to the address at the front of this booklet (ANZ will not accept cheques drawn on a foreign financial institution);
  - (v) by depositing funds at any ANZ branch within Australia; or
  - (vi) in any other way ANZ agrees with you.
- (b) A credit to the credit card account resulting from the refund or reversal by a merchant of a transaction, or from the reversal of a disputed transaction, will generally be treated as a payment to the credit card account for the purposes of Clauses (14) and (20.1)(b)(ii). However, such a credit will only be treated as a payment for the purposes of Clause (20.1)(b)(ii) on the DUE DATE for the first statement period referred to in that Clause or, if earlier, on the first date on which an actual payment is made to the credit card account on or after the date of that credit.

## Processing by ANZ

### **(16) When interest and other debits/credits will be applied to the credit card account**

#### **What dates are assigned to debits and credits other than interest charges?**

- (a) Subject to paragraph (d) and Clause (17), ANZ may assign any date it considers appropriate to any debit (other than an interest charge) or credit to the credit card account, and the debit or credit will be taken to have been made and have effect accordingly, but:
  - (i) in the case of a debit relating to a transaction, that date must not be earlier than the date on which the relevant transaction occurred; and
  - (ii) in the case of any debit, for the purposes of determining the amount of a transaction balance on which interest charges are calculated that date must not be earlier than the first day of the statement period for the statement of account on which the debit first appears.

If we do this we may make consequential adjustments (for example, to interest charges).

### **What dates are assigned to interest charges?**

- (b) Subject to paragraph (e), interest charges in respect of a particular day during a statement period for the credit card account will generally be debited to the credit card account as at the last day of that statement period.
- (c) Interest charges debited to the credit card account as at the last day of a particular statement period will not form part of any outstanding daily transaction balance for that day for the purposes of calculating interest charges on the credit card account.

### **What adjustments may ANZ make?**

- (d) ANZ may subsequently adjust a debit or credit to the credit card account so as to accurately reflect the legal obligations of ANZ and the account holder (for example, because of an error, a dishonour of a cheque or a resolution against the account holder of a dispute). If we do this we may make consequential adjustments (for example, to interest charges, so that interest charges debited to the credit card account in respect of a particular statement period may include adjustments relating to prior statement periods). In each case, any relevant transaction balance will be taken to have been adjusted accordingly.

### **When does ANZ process debits and credits?**

- (e) ANZ may process debits and credits in respect of a particular day in any order it sees fit. This means that the order of processing debits and credits on a day may vary from the order in which the transactions or other matters to which those debits and credits relate occur or are notified to ANZ on that day.

### **(17) When payments are considered to be made**

#### **What are the general rules regarding payments?**

- (a) Payments will not be treated as made until the date on which those payments are applied to the credit card account in the ordinary course of business. The following rules generally apply:

- (i) Subject to paragraphs (d) and (e), if the payment is made by mail, it will be credited to the credit card account by ANZ on the date of receipt. You should allow a suitable amount of time for the mail to reach ANZ.
- (ii) Subject to paragraph (b), ANZ will endeavour to process payments made at ANZ ATMs and via ANZ Internet Banking, ANZ Phone Banking or ANZ Mobile Banking so that they are credited to the credit card account as at the date they are made, provided they are made prior to the relevant cut off time, Monday to Friday, excluding non-ANZ business days.

Current cut off times are as follows:

- (A) ANZ ATMs: 9.45pm Melbourne time.
- (B) ANZ Internet Banking, ANZ Phone Banking or ANZ Mobile Banking: 10pm Melbourne time (except for BPAY® payments drawn from ANZ accounts, where the cut off time is 6pm Melbourne time, and Pay Anyone transfers, where the cut off time is 8pm Melbourne time).

ANZ will endeavour to process payments made after these times so that they are credited as at the following ANZ business day. Payments made from non-ANZ accounts to an ANZ credit card account are subject to the cut off time of the other financial institution.

#### **What specific rules apply to ANZ ATM deposits?**

- (b) Deposits made at ANZ ATMs may be subject to verification by an ANZ officer before they are processed to the credit card account or are otherwise available to you.

#### **What specific rules apply to cash deposits at bank branches?**

- (c) Cash payments at ANZ branches within Australia are available for use as soon as they have been credited to the credit card account. Generally, when a payment is made at another bank, it can take up to three days from the date the payment is made for it to be credited to the credit card account.

#### **What specific rules apply to non-cash payments?**

- (d) If you seek to make a payment by cheque or



other non-cash means, ANZ may defer crediting the relevant amount to the credit card account until three working days (or such longer period as notified to you) after the date the payment is sought to be made, being the general time for funds to be cleared.

- (e) ANZ may, at its discretion, credit the relevant amount to the credit card account prior to the time referred to in paragraph (d). ANZ will advise you if the cheque or other non-cash payment is subsequently dishonoured. If this occurs, ANZ will treat payment of the relevant amount as having been reversed and Clause (18)(g) will apply.

## Payments

### (18) Application of payments

#### How will we apply payments generally?

- (a) Subject to Clauses (17) and (18)(d), and unless we otherwise agree with the account holder, we will apply a payment to pay off:
  - (i) first, the amounts that appeared on the most recent statement of account issued prior to that payment; and
  - (ii) secondly, any amounts debited to the credit card account on or before the date of that payment that have not appeared on a statement of account.

In each case, we will apply a payment to pay off relevant amounts in the following order:

- (iii) first, to pay off (in the order we choose) any relevant amounts to which the highest, or equal highest, annual percentage rate applies; and
- (iv) then, if there is any part of the payment remaining, to pay off (in the order we choose) any relevant amounts to which the next highest, or equal highest, annual percentage rate applies, and so on until all relevant amounts have been paid off,

and if the same annual percentage rate applies to all of the relevant amounts, we will apply the payment towards paying off those amounts in the order we choose.

- (b) Where a Promotional Plan applies to the credit card account then, for the purposes of paragraph (a) or (d) (as applicable) and unless we agree otherwise, in determining the annual percentage rate that applies to a particular amount, we assume that Clause (20.1)(b) does not apply and that interest will be charged on the whole purchases balance. This reflects that, when you apply for the Promotional Plan, you ask us to apply payments in a manner affected by this Clause. We agree to this request by processing your application and this creates a payment agreement between us.

**How will we apply payments for credit card accounts that include Instalment Plan and Buy Now Pay Later plan balances or due instalments?**

- (c) When you apply for an Instalment Plan or Buy Now Pay Later Plan, you ask us to apply payments in the manner set out below and in paragraph (b). We agree to this request by processing your application and this creates a payment agreement between us.
- (d) Subject to Clause (17), and unless we otherwise agree with the account holder, where at the date of a payment the credit card account includes Instalment Plan and Buy Now Pay Later plan balances or any instalments that, under the terms of an Instalment Plan, are due to be paid during the statement period in which that payment occurs, we will apply that payment to pay off:
  - (i) first, any such instalments;
  - (ii) secondly, any other amounts that appeared on the most recent statement of account issued prior to that payment (excluding any amount forming part of the Instalment Plan and Buy Now Pay Later plan balances as at the close of the statement period to which that statement of account relates);
  - (iii) thirdly, any amounts debited to the credit card account on or before the date of that payment that have not appeared on a statement of account (excluding any amount forming part of the Instalment Plan and Buy Now Pay Later plan balances as at the date of that payment); and

- (iv) finally, any amount forming part of the Instalment Plan and Buy Now Pay Later plan balances as at the date of that payment.

In each case, we will apply that payment to pay off relevant amounts in the following order:

- (v) first, to pay off (in the order we choose) any relevant amounts to which the highest, or equal highest, annual percentage rate applies; and
- (vi) then, if there is any part of the payment remaining, to pay off (in the order we choose) any relevant amounts to which the next highest, or equal highest, annual percentage rate applies, and so on until all relevant amounts have been paid off,

and if the same annual percentage rate applies to all of the relevant amounts, we will apply the payment towards paying off those amounts in the order we choose.

#### **How will we apply overpayments?**

- (e) Any part of a payment remaining after application of the payment in accordance with paragraph (a) or (d) (as applicable) will be allocated as a credit towards the credit card account.
- (f) ANZ will apply such credit to reduce debits in respect of transaction balances of the credit card account as they arise. Where debits arise in respect of two or more transaction balances on the same day, ANZ may decide how any available credit will be applied among those transaction balances. In certain cases, this may mean that credit is applied to reduce a particular transaction balance in priority to another transaction balance to which a higher annual percentage rate applies.

#### **Can I reverse a payment?**

- (g) Where ANZ, in its discretion, agrees to reverse a payment, the amounts to which the payment was applied will be reinstated, and any relevant transaction balance will be taken to have been adjusted accordingly.

# Interest

## **(19) Provisions regarding charging of interest**

- (a) Clause (20) explains how we generally charge interest on credit card accounts.
- (b) In relation to credit card accounts that include any outstanding amounts to which a Promotional Plan currently applies or has previously applied, Clause (20) must be read in conjunction with Clause (21). Together, these Clauses explain how we charge interest on such credit card accounts.

## **(20) How interest is generally charged on credit card accounts**

### **Overview of charging of interest**

- (a) The outstanding balance on the credit card account may include any of the following transaction balances:
  - (i) the purchases balance;
  - (ii) the cash advances balance; and
  - (iii) the standard balance transfers balance.

Each such transaction balance may comprise a combination of principal (that is, credit provided in respect of a purchase, cash advance or balance transfer), ANZ Fees, stamp duty and other government charges and interest charges, as described in greater detail in Clauses (20.1)(a), (20.2)(a) and (20.3)(a).

- (b) In relation to each such transaction balance, this Clause (20) explains:
  - (i) what amounts interest is charged on;
  - (ii) when interest is not charged (if applicable); and
  - (iii) how interest is calculated.

### **From when is interest charged, if it applies?**

- (c) Clause (16) explains how we apply debits or credits to the credit card account and assign dates to them, and how we may subsequently make adjustments to them. This includes for the purposes of determining a relevant transaction balance at any time and accordingly calculating and charging interest.

### When is interest debited, if it applies?

- (d) Interest charges in respect of a statement period are generally debited to the credit card account as at the last day of the statement period. However, the calculation of the interest charges for that statement period does not include those interest charges themselves.
- (e) Clauses (16)(a) and (16)(d) explain how we may make adjustments to debits or credits to the credit card account to account for interest charges in respect of a debit as from the date assigned by us to it.

### (20.1) Interest charges on the purchases balance

#### What is interest charged on?

- (a) Subject to paragraph (b), we charge interest on the following amounts. The total amount outstanding on the credit card account at any time in respect of the following amounts is referred to as the '**purchases balance**'.
  - (i) Credit provided in respect of purchases.
  - (ii) ANZ Fees debited to the credit card account, other than Specific Fees referred to in Clauses (20.2)(a)(ii) and (20.3)(a)(ii) ('**general fees**').
  - (iii) Stamp duty and other government charges debited to the credit card account, other than Specific Stamp Duty and Charges referred to in Clauses (20.2)(a)(iii) and (20.3)(a)(iii) ('**general charges**').
  - (iv) Interest charges debited to the credit card account in respect of purchases, general fees or general charges.
  - (v) Interest charges in respect of the above interest, and also interest charges in respect of other interest referred to in this paragraph (v), debited to the credit card account.

#### When is interest not charged?

- (b) Subject to paragraph (c), we will not charge interest on the purchases balance of the credit card account in the circumstances described below.
  - (i) We will not charge interest on the purchases balance for the period commencing at the start of the credit card contract and ending

on the DUE DATE for the first statement period.

- (ii) In addition, if you pay the full Closing Balance shown on a statement of account for a particular statement period by the applicable DUE DATE, we will not charge interest on the purchases balance for the period commencing on the day after that payment and ending on the DUE DATE for the next statement period.
  - (iii) In addition, if the Closing Balance for a particular statement period is nil or a positive (credit) amount, we will not charge interest on the purchases balance for the period commencing on the first day of the next statement period and ending on the DUE DATE for that next statement period (or, if a statement of account is not issued for that next statement period, the first subsequent statement period for which a statement of account is issued).
- (c) Paragraph (b) does not apply to No Interest Free Period credit card accounts.

#### **How is interest calculated, if it applies?**

- (d) Subject to paragraph (b), the interest we charge on the purchases balance is charged on a daily basis, and is calculated by applying the current purchases daily percentage rate (being the current purchases annual percentage rate divided by 365) to the relevant part of the account holder's purchases balance as at the end of the relevant day.

#### **(20.2) Interest charges on the cash advances balance**

##### **What is interest charged on?**

- (a) We charge interest on the following amounts. The total amount outstanding on the credit card account at any time in respect of the following amounts is referred to as the '**cash advances balance**'.
- (i) Credit provided in respect of cash advances.
  - (ii) ANZ Fees debited to the credit card account that are Cash Advance Fees, Overseas Transaction Fees related to cash advances, or other relevant Specific Fees.

- (iii) Relevant Specific Stamp Duty and Charges debited to the credit card account.
  - (iv) Interest charges debited to the credit card account in respect of cash advances, fees referred to in paragraph (ii) or relevant Specific Stamp Duty and Charges.
  - (v) Interest charges in respect of the above interest, and also interest charges in respect of other interest referred to in this paragraph (v), debited to the credit card account.
- (b) There is no interest free period for any debit forming part of the cash advances balance.

### How is interest calculated?

- (c) The interest we charge on the cash advances balance is charged on a daily basis, and is calculated by applying the current cash advances daily percentage rate (being the current cash advances annual percentage rate divided by 365) to the account holder's cash advances balance as at the end of the relevant day.

### (20.3) Interest charges on the standard balance transfers balance

#### What is interest charged on?

- (a) We charge interest on the following amounts. The total amount outstanding on the credit card account at any time in respect of the following amounts is referred to as the '**standard balance transfers balance**'.
- (i) Credit provided in respect of balance transfers.
  - (ii) Relevant Specific Fees debited to the credit card account.
  - (iii) Relevant Specific Stamp Duty and Charges debited to the credit card account.
  - (iv) Interest charges debited to the credit card account in respect of balance transfers, relevant Specific Fees or relevant Specific Stamp Duty and Charges.
  - (v) Interest charges in respect of the above interest, and also interest charges in respect of other interest referred to in this paragraph (v), debited to the credit card account.

- (b) There is no interest free period for any debit forming part of the standard balance transfers balance.

#### **How is interest calculated?**

- (c) The interest we charge on the standard balance transfers balance is charged on a daily basis, and is calculated by applying the current standard balance transfers daily percentage rate (being the current standard balance transfers annual percentage rate divided by 365) to the account holder's standard balance transfers balance as at the end of the relevant day.

#### **(21) How interest is charged on credit card accounts that include any outstanding amounts relating to a Promotional Plan**

- (a) This Clause (21), together with Clause (20), explains how we charge interest in relation to a credit card account that includes any outstanding amounts to which a Promotional Plan currently applies or has previously applied.
- (b) The outstanding balance on such a credit card account may include one or more relevant Promotional Plan balances (as described in Clause (21.2)(a) below), in addition to the purchases balance, the cash advances balance and the standard balance transfers balance. Each such transaction balance may comprise a combination of principal (that is, credit provided in respect of a purchase, cash advance or balance transfer), ANZ Fees, stamp duty and other government charges and interest charges, as described in greater detail in Clauses (20.1)(a), (20.2)(a), (20.3)(a) and (21.2)(a).

#### **(21.1) Interest charges on the purchases balance, the cash advances balance and the standard balance transfers balance**

Clause (20) continues to apply in relation to the charging of interest on the purchases balance, the cash advances balance and the standard balance transfers balance, but subject to the following modifications:

- (a) Each of the purchases balance (and as applicable any general fees and general charges forming part of the purchases balance), the cash advances balance and the standard balance transfers balance at any given time:



- (i) excludes any amounts that form part of any relevant Promotional Plan balance; and
  - (ii) includes any expired promotional transaction amounts, as determined under Clause (21.2)(d), that have been allocated to the applicable transaction balance under the terms and conditions of the relevant Promotional Plan and that are outstanding on the credit card account at the relevant time. As a result, interest is charged under Clauses (20.1), (20.2) and (20.3), as applicable, on the relevant expired promotional transaction amounts, and Clauses (20.1)(a)(iv), (20.2)(a)(iv) and (20.3)(a)(iv), as applicable, apply on the basis that they include a reference to interest charges debited to the credit card account in respect of the relevant expired promotional transaction amounts (and Clauses (20.1)(a)(v), (20.2)(a)(v) and (20.3)(a)(v) also apply accordingly).
- (b) For the purposes of Clause (20.1)(b), the Closing Balance is taken to be a reference to the Closing Balance shown on the relevant statement of account less the Instalment Plan and Buy Now Pay Later plan balances (if any) as at the close of the relevant statement period. (The effect of this is that the Instalment Plan and Buy Now Pay Later plan balances are deducted from the amount you need to pay by the DUE DATE for a statement period in order to be eligible for an interest free period on the purchases balance.)

## **(21.2) Interest charges on relevant Promotional Plan balances**

### **What is interest charged on?**

- (a) We charge interest on the following amounts in respect of each Promotional Plan, except where interest is not charged under the terms and conditions of the relevant Promotional Plan. The total amount outstanding on the credit card account relating to a Promotional Plan at any time in respect of the following amounts is referred to as a '**relevant Promotional Plan balance**'.
- (i) Credit provided in respect of transactions which, in accordance with the terms and conditions of the relevant Promotional Plan, continues being charged interest at the

relevant Promotional Plan annual percentage rate or continues not being charged interest ('**relevant Promotional Plan transactions**').

- (ii) Relevant Specific Fees debited to the credit card account.
- (iii) Relevant Specific Stamp Duty and Charges debited to the credit card account.
- (iv) Interest charges (if any) debited to the credit card account in respect of the relevant Promotional Plan transactions, relevant Specific Fees or relevant Specific Stamp Duty and Charges.
- (v) Interest charges in respect of the above interest, and also interest charges in respect of other interest referred to in this paragraph (v), debited to the credit card account.

To avoid doubt, from the time that an amount becomes an expired promotional transaction amount under Clause (21.2)(c), that amount is no longer treated as forming part of any relevant Promotional Plan balance.

- (b) Except where interest is not charged under the terms and conditions of the relevant Promotional Plan, there is no interest free period for any debit forming part of a relevant Promotional Plan balance.

#### **What are expired promotional transaction amounts?**

- (c) Credit provided in respect of a transaction to which a Promotional Plan applies is initially charged interest (if any) under this Clause (21.2). However, the terms and conditions of the relevant Promotional Plan will specify:
  - (i) the circumstances in which that credit ceases being charged interest at the relevant Promotional Plan annual percentage rate or ceases not being charged interest; and
  - (ii) where this occurs, the transaction balance or transaction balances (howsoever described in those terms and conditions, which may be by reference to an annual percentage rate or a type of transaction) to which that credit and associated amounts will then be allocated.

Unless we agree to apply a further Promotional Plan to that credit and associated amounts, we charge interest on that credit and associated amounts under Clause (20.1), (20.2) or (20.3), as applicable according to the transaction balance or transaction balances to which they are allocated under the terms and conditions of the relevant Promotional Plan, and as modified by Clause (21.1). We refer to that credit and associated amounts as **'expired promotional transaction amounts'**.

- (d) Specifically, each of the following is an expired promotional transaction amount:
- (i) credit provided in respect of a transaction to which a Promotional Plan applies where, under the terms and conditions of the relevant Promotional Plan, that credit has ceased being charged interest at the relevant Promotional Plan annual percentage rate or has ceased not being charged interest (**'expired promotional transaction'**);
  - (ii) ANZ Fees relating to an expired promotional transaction that formed part of the relevant Promotional Plan balance before the transaction became an expired promotional transaction;
  - (iii) stamp duty and other government charges relating to an expired promotional transaction that formed part of the relevant Promotional Plan balance before the transaction became an expired promotional transaction;
  - (iv) interest in respect of any of the above that was charged before the related transaction became an expired promotional transaction; and
  - (v) interest in respect of the above interest, and interest in respect of other interest referred to in this paragraph (v), that was charged before the related transaction became an expired promotional transaction.

To avoid doubt, the amounts in paragraphs (ii) to (v) are treated as expired promotional transaction amounts only from the time that the related transaction becomes an expired promotional transaction or, if later, the time that the relevant amount is debited to the credit card account.

## How is interest calculated, if it applies?

- (e) The interest (if any) we charge on each relevant Promotional Plan balance is charged on a daily basis, and is calculated by applying the relevant Promotional Plan daily percentage rate to that relevant Promotional Plan balance of the credit card account as at the end of the relevant day.

## Charging and debiting of interest, if it applies

- (f) Clauses (20)(c), (d) and (e) apply to each relevant Promotional Plan balance and related interest charges (if any).

# Fees and charges

## (22) Bank fees and charges

- (a) ANZ reserves the right to charge the credit card account with fees and charges for the provision and operation of the credit card account. The fees and charges applicable to the credit card account are those shown in the Letter of Offer and in the ANZ Personal Banking Fees and Charges booklets, as varied from time to time.
- (b) ANZ is irrevocably authorised to debit any annual or monthly fee for operating the credit card account or any Promotional Plan established on that account and any rewards program or extra services fees (if applicable). Details of the annual or monthly fee and any rewards program or extra services fees are disclosed in the Letter of Offer and may be varied from time to time. The annual or monthly fee and the rewards program and extra services fees will be debited to the credit card account on the first statement of account after acceptance of the credit card contract or on the first statement of account after any later acceptance of the rewards program or extra services fees and after that annually in advance until the credit card account is closed and is paid in full (except where the Letter of Offer otherwise provides). No refunds of these fees is payable when the credit card account is closed.
- (c) ANZ is also irrevocably authorised to debit any interest, fee or charge applicable to the credit card account.

- (d) The statement of account will detail all fees and charges applied to the credit card account during the relevant statement period.

### **(23) Government fees and charges**

- (a) Any Taxes or other charges incurred in connection with receipts or withdrawals made to or from your credit card account, or in relation to any supply made to you by ANZ, will be payable by you, and ANZ is irrevocably authorised to debit an amount equivalent to any such Taxes or other charges to your credit card account.
- (b) Where, for GST purposes, ANZ makes or is deemed to make any supply to you on which GST is chargeable, you must pay to ANZ, in addition to any GST-exclusive consideration for the relevant supply, an additional amount equal to the GST chargeable on that supply. Such additional amount is treated as a Tax for the purposes of this credit card contract and paragraph (a) above and shall be debited from your credit card account by ANZ as set out above.

## **Commissions and related payments**

### **(24) Amounts that may be included in the purchase**

Various amounts of commissions, fees and charges may be paid to or by ANZ when you use your credit card or accept any Promotional Plans. These include any amount which may be received by ANZ from a merchant or a merchant's bank for ANZ paying debts incurred by you. This amount is unascertainable at the time of entering the credit card contract.

### **(25) Other commissions**

Any commission earned by ANZ on credit-related insurance products is set out in the Letter of Offer or the Product Disclosure Statement.

## **Credit card security**

### **(26) Keeping your credit card and PIN secure**

The security of your credit card is very important. If you fail to observe the following security

requirements you may increase the account holder's liability for any unauthorised use of the credit card.

You must:

- (i) sign the back of your credit card immediately upon receipt;
- (ii) on the expiry date destroy your credit card by cutting it (including any chip on the card) diagonally in half;
- (iii) not let anyone else use your credit card;
- (iv) take reasonable steps to protect your credit card from loss or theft; and
- (v) notify ANZ immediately you become aware that your credit card has been lost or stolen, or your credit card or the credit card account details (for example, the number and expiry date of your credit card) have been used by someone else without your authority.

**The Electronic Banking Conditions of Use in Part B set out additional security requirements in relation to electronic access processes, including your card and PIN.**

**(27) What happens if your credit card is lost or stolen**

- (a) You must make a report to ANZ immediately that you become aware that:
  - (i) your credit card has or may have been lost or stolen; or
  - (ii) your credit card or the credit card account details (for example, your credit card number and expiry date) have or may have been used by someone else without your authority.
- (b) The best way to make the report is to call ANZ on the telephone numbers listed at the front of this booklet. Alternatively, or if ANZ's telephone reporting service is unavailable, you should report the loss or theft to any ANZ branch or, if overseas, to any bank displaying the appropriate credit card symbol. When a telephone report is made, ANZ will give you a notification number or some other form of acknowledgement. You should retain this as evidence of the time and date of your report.

- (c) If you report that a credit card has been lost or stolen, or the credit card account details have been used by someone else without your authority, the credit card will be cancelled as soon as the report is made. This means that you must not use the credit card once the report is made. For example, if the credit card has been lost or stolen and you find it after making the report, you must not use the credit card. You must destroy the credit card by cutting it (including any chip on the card) diagonally in half and return it to an ANZ branch as soon as possible.
- (d) ANZ may:
  - (i) issue the account holder with a new credit card account and replacement credit card(s); and
  - (ii) transfer the amount outstanding, Promotional Plans, any processed transactions, existing CardPay Direct and recurring transaction arrangements, on the closed credit card account to the account holder's new credit card account.
- (e) This credit card contract, including any Promotional Plan terms and conditions, will apply to your new credit card account and replacement credit card(s).
- (f) The account holder may be liable for transactions for which you did not give authority (including mail and telephone order transactions and internet transactions) incurred before the report is received by ANZ, but liability will not exceed \$150. However, if you have contributed to the loss by unreasonably delaying reporting to ANZ the loss or theft of your credit card or the unauthorised use of the credit card account details, the account holder may be liable for transactions for which you did not give authority (including mail and telephone order transactions and internet transactions) incurred before the report is received by ANZ.

**This liability does not apply to transactions involving the use of an electronic access process, including your card and PIN. You should read the Electronic Banking Conditions of Use in Part B to**

understand your liability in the event of unauthorised use of an electronic access process, including your card and PIN.

## Error or dispute resolution

### (28) ANZ's dispute resolution procedure

#### Making a complaint

If ANZ makes a mistake, or ANZ's service doesn't meet your expectations, ANZ wants to know.

For the fastest possible resolution to your complaint call us on 1800 805 154 or TTY 1300 366 255; or:

- talk to staff at your local ANZ branch or business centre; or
- send a letter to ANZ Customer Response Centre via:
  - **Mail:** Locked Bag 4050, South Melbourne VIC 3205;
  - **Email:** [yourfeedback@anz.com](mailto:yourfeedback@anz.com); or
  - **Fax:** +61 3 9683 9267.

Most often ANZ will be able to solve the problem on the spot.

If it can't be resolved promptly ANZ's specialist complaints team, ANZ Customer Response Centre, will take responsibility and work with you to fix the matter quickly. ANZ's aim is to resolve the complaint within 10 working days.

If this is not possible, ANZ will keep you informed on the progress of your matter and how long ANZ expects it will take to resolve your complaint.

## ANZ Customer Advocate

If your complaint isn't resolved to your satisfaction, you can ask to have it reviewed by ANZ's Customer Advocate who will provide a free review of more difficult complaints to help achieve a prompt solution.

#### Contact details

ANZ Customer Advocate  
833 Collins Street  
Melbourne VIC 3008

**Tel:** +61 3 8654 1000

**Email:** [customeradvocate@anz.com](mailto:customeradvocate@anz.com)



## Financial Services Dispute Resolution Schemes

If you are not satisfied with the steps taken by ANZ to resolve the complaint, or with the result of ANZ's investigation, you may wish to contact an alternative dispute resolution scheme.

General banking products – credit cards, home loans, deposit products

### **Australian Financial Complaints Authority**

GPO Box 3

Melbourne VIC 3001

**Tel:** 1800 931 678

**Fax:** +61 39613 6399

**Internet:** [www.afca.org.au](http://www.afca.org.au)

**The Electronic Banking Conditions of Use in Part B contain further information on what to do in circumstances when you believe that there has been an error involving an electronic access process, including your card and PIN.**

## Default, cancellation and termination

### **(29) Default**

- (a) The account holder is in default under the credit card contract if you have not met any of your obligations under this credit card contract. If the account holder is in default under the credit card contract, or if ANZ believes on reasonable grounds that you induced it to enter into the credit card contract by fraudulent misrepresentation, the outstanding balance on the credit card account, including in respect of any Promotional Plans, will, at the option of ANZ, become immediately due and payable to ANZ and the credit card(s) relating to this credit card contract will be cancelled, by ANZ giving the account holder notice in accordance with any applicable law.
- (b) The account holder undertakes to return or arrange for the return of the account holder's credit card and any additional credit cards

immediately upon the account holder being notified that the outstanding balance on the credit card account has become due and payable.

- (c) Any reasonable amount reasonably incurred or expended by ANZ in exercising its rights in relation to the credit card account arising from any default (including expenses incurred by the use of ANZ's staff and facilities) are enforcement expenses and become immediately payable by the account holder. ANZ may debit the credit card account for such amounts without notice.
- (d) Upon payment to ANZ, in accordance with this Clause, of all amounts owing on the credit card account, the agreement governing the operation of the credit card account will be terminated without the need for any further notice.

### **(30) Cancellation by ANZ**

- (a) Credit cards remain the property of ANZ at all times.
- (b) ANZ reserves the right to cancel a credit card at any time without prior notice and will provide notice as soon as practicable after the credit card is cancelled.
- (c) ANZ reserves the right to close a credit card account at any time without prior notice and will provide notice as soon as practicable after the credit card account is closed.
- (d) If the credit card account is closed, all credit cards issued in relation to that credit card account will also be cancelled.
- (e) If the credit card account has a positive (credit) balance when the credit card account is closed, ANZ will send the account holder a bank cheque for the closing credit balance of the account (unless those funds have been remitted as unclaimed money in accordance with the law).
- (f) Examples of when ANZ may cancel a credit card or close a credit card account include, without limitation, where a credit card has not been activated within 6 months of the date of the Letter of Offer relating to that credit card or where ANZ believes the use of the credit card account will cause loss to you or ANZ. This is not an exhaustive list of when ANZ may cancel a

credit card or close a credit card account and is a guide only.

### **(31) Cancellation by you**

- (a) The account holder may close the credit card account at any time by making a telephone request to ANZ for closure of the credit card account. If the credit card account is closed, all credit cards issued in relation to that credit card account will also be cancelled.
- (b) The account holder may request ANZ to cancel any credit card linked to the credit card account (including any additional card) at any time by telephone. ANZ will only cancel the credit card when the account holder has returned it to ANZ cut diagonally in half (including any chip on the card) or has taken all reasonable steps to return it to ANZ.
- (c) Telephone requests can be made by telephoning the numbers listed at the front of this booklet. Written requests should be mailed to the postal address at the front of this booklet or submitted to any ANZ branch.
- (d) If the credit card account has a positive (credit) balance when the credit card account is closed, ANZ will send the account holder a bank cheque for the closing credit balance of the account (unless those funds have been remitted as unclaimed money in accordance with the law).

### **(32) What happens when a credit card has been cancelled?**

#### **(32.1) When a credit card has been cancelled**

- (a) When ANZ cancels a credit card or ANZ receives instructions from you to cancel a credit card:
  - (i) ANZ will write to confirm cancellation details with the account holder; and
  - (ii) the credit card must not be used and must be returned to ANZ cut diagonally in half (including any chip on the card).
- (b) The account holder:
  - (i) is responsible for the use of any credit card (including every additional card) and of the credit card account until all credit cards (including every additional card) are returned to ANZ cut diagonally in half

(including any chip on the card) or until the account holder has taken all steps to return the card(s) to ANZ;

- (ii) is responsible for any transactions (as well as all related interest charges, ANZ Fees, stamp duty and other government charges) debited to the credit card account in accordance with any recurring transaction request or other standing authority or any other authorised link to the credit card account from another credit card issued to you by ANZ, an ANZ Access Card or ANZ Internet Banking, ANZ Phone Banking or ANZ Mobile Banking until the request or authority is cancelled in accordance with the credit card contract; and
  - (iii) must continue to make payments to the credit card account in accordance with the credit card contract.
- (c) Any recurring transaction request or standing authority given by you to other parties such as monthly debits for life insurance, Wine Club etc. must be cancelled directly by you with the other party. You should provide new payment details to the party if you want to continue to make payment in this way. See Clause (11) for other important information regarding recurring transactions and other standing authorities.

## Changes to these Conditions of Use and the Letter of Offer

### (33) Variation of the credit card contract

ANZ may at any time:

- (a) Change any annual percentage rate;
- (b) Change the way in which interest is calculated or applied;
- (c) Change the amount, frequency, time for repayment or the method of calculation of repayments;
- (d) Change credit fees and charges or introduce new credit fees and charges;
- (e) Change any other term of the credit card contract;

- (f) Reduce the credit limit;
- (g) Reduce the amount of cash advance that may be debited to your account;
- (h) Refuse the authorisation of further transactions.

Notice will be given to the account holder of the changes referred to in Clauses (33)(a) to (e) as set out below. Unless you are in default, notice in writing will be given to the account holder of the changes referred to in Clauses (33)(f) to (h) as soon as practicable after the action referred to in those clauses is taken. This clause is subject to any requirements under the Electronic Banking Conditions of Use, contained in Part B.

Examples of when ANZ may reduce the credit limit include, without limitation, where an account holder is in default under the credit card contract and ANZ elects, at its option, not to cancel the credit card; where the credit card account is an inactive account; or where ANZ believes the size of the existing credit limit will cause loss to you or ANZ. This is not an exhaustive list of when ANZ may reduce the credit limit on a credit card and is a guide only.

### **(33.1) Annual percentage rate changes**

- (a) ANZ will notify the account holder of an increase in any annual percentage rate no later than the day on which the increase takes effect by:
  - (i) a notice on, or with a statement of account; or
  - (ii) an advertisement in a newspaper circulating throughout each State and Territory of Australia.
- (b) If ANZ notifies the account holder by press advertisement it will confirm the increase before or when the next statement of account is sent after the increase has taken effect.
- (c) Where ANZ reduces any annual percentage rate ANZ will notify the account holder before or when the next statement of account is sent after the change takes effect.

### **(33.2) Changes to the way in which interest is calculated or applied**

ANZ will notify the account holder in writing at least 30 days before a change takes effect if ANZ changes

the manner in which interest is calculated or applied (including a change in or abolition of any interest free period) or the frequency with which it is debited or credited to the credit card account (unless the change reduces the account holder's obligations).

### **(33.3) Repayment changes**

- (a) ANZ will notify the account holder in writing at least 30 days before a change takes effect if ANZ changes the amount, frequency, time for payment of or the method of calculation of repayments.
- (b) However, where the change reduces the obligations of the account holder or extends the time for payment under this credit card contract ANZ will notify the account holder before or when the next statement of account is sent after the change takes effect.

### **(33.4) Changes to credit fees and charges**

- (a) If ANZ increases the amount of a credit fee or charge, or changes the frequency or time for payment of a credit fee or charge ANZ will give the account holder at least 30 days written notice before the change takes effect. This notice may be given by an advertisement in a newspaper circulating throughout each State and Territory of Australia. If ANZ notifies the account holder by a press advertisement it will confirm the change before or when the next statement of account is sent after the change takes effect.
- (b) If ANZ reduces or abolishes a credit fee or charge or extends the time for payment of a credit fee or charge ANZ will notify the account holder before or when the next statement of account is sent after the change takes effect.
- (c) If ANZ introduces a new credit fee or charge ANZ will, at least 30 days before the new credit fee or charge is introduced, notify the account holder in writing of the change.

### **(33.5) Other changes made by ANZ**

For all other changes ANZ makes to the credit card contract, not elsewhere covered in this clause, ANZ will give the account holder written notice of the change at least 30 days before the change takes effect, unless the change reduces the account holder's obligations or extends time for payments. In

this case, ANZ will notify the account holder before or when the next statement of account is sent after the change takes effect.

### **(33.6) Other changes made by agreement**

Any change to this credit card contract other than a change made by ANZ in accordance with Clauses (33) and (33.1) to (33.5) cannot be made except by agreement by the account holder and ANZ.

### **(33.7) What happens when ANZ refuses to authorise transactions?**

- (a) If ANZ refuses to authorise transactions under Clause (33)(h), and you are in default, ANZ will not advise you of this in writing and the credit card must not be used until all outstanding payments have been made and/or your account has been brought back within the credit limit.

ANZ will otherwise write to advise you how you can reinstate your card.

- (b) The account holder:
- (i) is responsible for any transactions debited to the credit card in accordance with any recurring transaction request or other standing authority or any other authorised link to the credit card account from another credit card issued to you by ANZ, an ANZ Access Card or ANZ Internet Banking, ANZ Phone Banking or ANZ Mobile Banking until the request or authority is cancelled in accordance with the credit card contract; and
  - (ii) must continue to make payments to the credit card account in accordance with the credit card contract.
- (c) Any recurring transaction request or standing authority given by you to other parties such as monthly debits for life insurance, Wine Club etc must be cancelled directly by you with the other party. You should provide new payment details to the party if you want to continue to make payment in this way. See Clause (11) for other important information regarding recurring transactions and other standing authorities.

# Privacy and confidentiality

## **(34) Privacy and confidentiality**

ANZ will collect and use information about you during the course of your relationship with ANZ. We explain below when and how ANZ may collect, use and disclose this information.

It is important that the information ANZ holds about you is up to date. You must let ANZ know when information you have provided ANZ has changed.

### **(34.1) Collection, use and disclosure of information**

ANZ may use and disclose the information we collect about you for the following purposes:

- to assist in providing information about a product or service;
- to consider your request for a product or service;
- to enable ANZ to provide a product or service;
- to tell you about other products or services that may be of interest to you;
- to assist in arrangements with other organisations (such as loyalty partners) in relation to the promotion or provision of a product or service;
- to manage accounts and perform other administrative and operational tasks (including risk management, systems development and testing, credit scoring, staff training, collecting debts and market or customer satisfaction research);
- to consider any concerns or complaints you raise against ANZ and/or to manage any legal action involving ANZ;
- to identify, prevent or investigate any fraud, unlawful activity or misconduct (or suspected fraud, unlawful activity or misconduct);
- to identify you or establish your tax status under any Australian or foreign legislation, regulation or treaty or pursuant to an agreement with any tax authority; and
- as required by relevant laws, regulations, codes of practice and external payment systems.



### **(34.2) Absence of relevant information**

If you do not provide some or all of the information requested, ANZ may be unable to provide you with a product or service.

### **(34.3) Information required by law etc.**

ANZ may be required by relevant laws to collect certain information from you. Details of laws that require us to collect information about individuals (personal information) and why these laws require us to collect personal information are contained in ANZ's Privacy Policy and at [www.anz.com/privacy](http://www.anz.com/privacy).

### **(34.4) Providing your information to others**

ANZ may provide your information to:

- any related entity of ANZ which may use the information to: carry out ANZ's functions and activities; promote its own products and services; assess your application for one of its products or services; manage your product or service; perform administrative and operational tasks (including debt recovery); or comply with regulatory requirements and prudential standards;
- an organisation that is in an arrangement with ANZ to jointly offer products and/or has an alliance with ANZ to share information for marketing purposes (and any of its outsourced service providers or agents), to enable them or ANZ to: provide you with products or services; and/or promote a product or service;
- any agent, contractor or service provider ANZ engages to carry out or assist its functions and activities (for example, mailing houses or debt collection agencies);
- an organisation that assists ANZ to identify, prevent or investigate fraud, unlawful activity or misconduct;
- regulatory bodies, government agencies, law enforcement bodies and courts;
- other parties ANZ is authorised or required by law or court/tribunal order to disclose information to;
- participants in the payments system (including payment organisations and merchants) and other financial institutions (such as banks);
- other credit providers;

- mortgage insurers and any reinsurer of any such mortgage insurer;
- your guarantors (and intending guarantors) and any person who has provided security for your loan;
- any person who introduces you to ANZ;
- your referee(s);
- your employer;
- your joint borrower(s) or account holder(s); and
- your adviser; your authorised agents; your executor, administrator or trustee in bankruptcy; your legal representative; your attorney; or anyone acting for you in connection with your account.

If you do not want us to tell you about products or services, phone 13 13 14 to withdraw your consent.

ANZ may disclose information to recipients (including service providers and ANZ's related entities) which are (1) located outside Australia and/or (2) not established in or do not carry on business in Australia. You can find details about the location of these recipients in ANZ's Privacy Policy and at [www.anz.com/privacy](http://www.anz.com/privacy).

#### **(34.5) Credit reporting**

ANZ may also disclose personal information, including information about your other credit liabilities, repayments and defaults, to credit reporting bodies. We may also collect this information from credit reporting bodies. Information about credit reporting, including the name and contact details of these credit reporting bodies, when ANZ may disclose your personal information to them to include in a report about your credit worthiness, and how you can request credit reporting bodies not use your information in certain circumstances, is available at [www.anz.com/privacy](http://www.anz.com/privacy).

If you would like a hard copy of this information, please call 13 13 14 or visit any ANZ branch for a copy of ANZ's Privacy Policy.

#### **(34.6) ANZ Privacy Policy**

ANZ's Privacy Policy ([www.anz.com/privacy](http://www.anz.com/privacy)) contains information about:

- the circumstances in which ANZ may collect personal information from other sources (including from a third party);

- how to access personal information and seek correction of personal information; and
- how you can raise concerns that ANZ has breached the Privacy Act or an applicable code and how ANZ will deal with those matters.

#### **(34.6A) Collecting sensitive information**

ANZ will not collect sensitive information about you, such as information about your health, without your consent.

#### **(34.6B) Personal information you provide about someone else**

If you give ANZ personal information about someone else, please show them a copy of this clause so that they may understand the manner in which their personal information may be used or disclosed by ANZ in connection with your dealings with ANZ.

## **General matters**

#### **(34.7) Code of Banking Practice**

If you are an individual or a small business (as defined by the Code of Banking Practice) ANZ is bound by the Code of Banking Practice when it provides its products and services to you.

#### **(34.8) If you are in financial difficulty**

You should inform us as soon as possible if you are in financial difficulty. If you have a credit card or other loan account with us, we will, with your agreement, try and help you overcome your difficulties with your facility, including for example, developing a repayment plan.

#### **(35) Credit card reissue and replacement**

At any time, ANZ may issue a new credit card to you, provided the account holder has not previously requested ANZ to revoke this authority. If your credit card becomes faulty or damaged, the account holder may order a replacement card at any ANZ branch or by telephoning the numbers listed at the front of this booklet. All such credit cards are subject to the credit card contract. ANZ reserves the right not to reissue a credit card to you.

### **(36) Inactive accounts**

If the credit card account is an inactive account and has a positive (credit) balance, ANZ may, if it does not close the credit card account in accordance with these Conditions of Use, hold the credit balance for you in a separate account until such time as the account holder claims those funds or ANZ is required to remit those funds as unclaimed money in accordance with the law, whichever occurs first.

### **(37) Certificate of outstanding balance**

A letter signed by an officer of ANZ, stating the outstanding balance on the credit card account, will be prima facie evidence of the amount of the account holder's liability to ANZ at the date of the certificate. This letter may not include transactions, charges (including fees), refunds or payments that have not been processed by ANZ at the time the letter is prepared.

### **(38) Change of personal details**

#### **(38.1) Change of name or address**

- (a) You must notify ANZ of any change of name or address (or both) as soon as possible, by:
  - (i) mailing details of the changes to the address listed at the front of this booklet;
  - (ii) attending any ANZ branch and providing details of the credit card account and the changed details; or
  - (iii) advising the call centre by phone on the number listed at the front of this booklet of the details of any change (change of address only).
- (b) ANZ will not accept a post office box address as a valid address for you.

#### **(38.2) Change of primary phone number or email address**

If you have provided ANZ with a phone number or email address, you must notify ANZ of any change to your phone number or email address (or both) as soon as possible, by:

- (a) mailing details of the changes to the address listed at the front of this booklet;
- (b) attending any ANZ branch and providing details of the credit card account and the changed details;

- (c) advising the call centre by phone on the number listed at the front of this booklet of the details of any change; or
- (d) updating the change of details through internet banking.

#### **(38A) Short Message Service (SMS) and Email for Card and Electronic Banking Security**

- (a) By providing a mobile phone number or email address, you agree that ANZ may send SMS or email messages to your nominated mobile phone or email account for card security purposes, including to verify or seek further information about transactions on your credit card account.
- (b) ANZ is not liable for any loss or damage you suffer as a result of any person other than you accessing those SMS or email messages.

#### **(39) ANZ Employees**

ANZ may provide credit to its employees or to employees of the ANZ Group on terms that are more favourable than those available to other customers. If ANZ does so, certain parts of the National Credit Code (and the notice titled 'Things you should know about your proposed credit contract') will not apply to such credit. For further information, employees should telephone the cardholder enquiries number at the front of this booklet.

#### **(40) ANZ's right to combine accounts**

ANZ can combine the total outstanding debits or credits under two or more of the account holder's accounts, even if the accounts are not both credit card accounts or if they are held at different branches. This may happen when one of the account holder's accounts is overdrawn, overlimit or is in debit and another is in credit. This means, for example, that the credit in one account can be used to repay all or part of the outstanding balance on another account. ANZ will promptly inform the account holder if it has combined any of the account holder's accounts. ANZ does not need to give notice in advance. The account holder should not treat his or her accounts as combined unless ANZ has agreed to such an arrangement.

#### **(41) Force majeure**

To the extent permitted by law, ANZ will not be liable to you for any loss or damage (whether direct or consequential), nor be in default under the credit card contract, for failure to observe or perform any of its obligations under the credit card contract for any reason or cause which could not, with reasonable diligence, be controlled or prevented by ANZ, including acts of God, acts of nature, acts of government or their agencies, strikes or other industrial action, fire, flood, storm, riots, power shortages or failures, sudden and unexpected system failure or disruption by war or sabotage.

#### **(42) Notice**

- (a) ANZ can deliver a notice to you personally, in which case the date of delivery is the date on which you receive the notice.
- (b) If ANZ mails a notice to you, notice is taken to have been given on the day it would have been delivered in the ordinary course of post, if ANZ mailed it to your last known address recorded at ANZ Cards.
- (c) Where permitted to do so by law, ANZ may provide you with a notice, other documents or information:
  - (i) electronically to your email address, or other electronic mail address, last known to ANZ; or
  - (ii) to any person nominated by you to receive such notices, documents or information.

#### **(43) Waiver**

Waiver by ANZ of any rights arising from a breach of the terms of the credit card contract or of any rights or powers arising under the credit card contract must be in writing signed by ANZ. A failure or delay by ANZ in exercise, or partial exercise, of a right or power under the credit card contract does not result in a waiver of that right or power. You may not rely on any conduct, representation or statement by ANZ or its employees as a defence to the exercise of a right or power conferred on ANZ by the credit card contract. This provision may not itself be waived except by ANZ in writing.

#### (44) Reward program terms and conditions

Please note that separate terms and conditions govern any reward programs affiliated with ANZ credit cards. Please refer to those terms and conditions to find out more about the reward elements (if any) of ANZ credit cards.

#### (45) Chip

- (a) You must ensure the chip (if any) is protected at all times from misuse (including tampering), damage, destruction or any form of unauthorised use.
- (b) Only you can use the chip (if any) for any of the available services. Your credit card may be subject to forfeiture if the chip is used by anyone other than you.

#### (46) Promotional Plans terms and conditions

Please note that separate terms and conditions may govern any Promotional Plans on your credit card other than stated in this booklet. If you accept a Promotional Plan offer you should also refer to the applicable Promotional Plan terms and conditions for more information.

#### (47) Transfer of ANZ's rights

ANZ may, without telling you or obtaining your consent:

- assign any of its rights under this contract; and
- give information about this contract and your obligations under it to any assignee of ANZ's rights under this contract, or anyone who is considering becoming an assignee.

## Meaning of words

#### (48) Definitions

The following definitions apply unless the context requires otherwise:

**'account'** means any ANZ account which can be operated by a credit card and which you have nominated for use in this way, and includes a credit card account;

**'account holder'** means the person in whose name the credit card account has been opened;

**'additional cardholder'** means a person nominated by you to be issued with an ANZ credit card in relation to the credit card account;

**'annual percentage rate'** means each of:

- (a) the purchases annual percentage rate;
- (b) the cash advances annual percentage rate;
- (c) the standard balance transfers annual percentage rate; and
- (d) each relevant Promotional Plan annual percentage rate;

**'ANZ', 'we' or 'us'** means Australia and New Zealand Banking Group Limited ABN 11 005 357 522 and its successors and assigns, and **'our'** has a corresponding meaning;

**'ANZ business day'** means any day from Monday to Friday on which ANZ is open for business in at least one of its branch locations in Australia;

**'ANZ Fees'** means the fees and charges set out in your Letter of Offer or the terms and conditions of a relevant Promotional Plan, the enforcement expenses referred to in Clause (29)(c) and any other fees subsequently notified to or agreed with you in accordance with Clause (33), excluding all interest charges, stamp duty and other government charges;

**'balance transfer'** means where funds are credited to another account (for example, a credit, charge or store card account) held by you or a third party which is not an ANZ account and ANZ has notified you prior to the funds being credited that it will treat that crediting of funds as a balance transfer, and includes the amount of such funds (and any related amount charged by the recipient of the funds in connection with the crediting of the funds);

**'Buy Now Pay Later plan'** is a promotional offer that requires no repayment of credit provided, and where no interest is charged on credit provided, for a specified period;

**'cash advance'** means a debit to the credit card account:

- (a) which results in you receiving actual cash (whether at a branch or via electronic equipment or by other means and whether in Australian currency or in a foreign currency)



- (b) where the funds are used to purchase 'cash equivalent' items or substitutes including, but not limited to, traveller's cheques, money orders, wire transfers or international money transfers or for transactions for gambling or gaming purposes;
- (c) where the funds are used to purchase, or load value on, a pre-paid or stored-value card or facility;
- (d) where the funds are used to pay a bill at a bank branch or via an approved agent of the biller (for example, when funds are used to pay tertiary fees or utility bills);
- (e) where the funds are used by you to make payment to a person who does not accept credit payments from the credit card account. This may include payments through the BPAY® Scheme, ANZ Internet Banking, ANZ Phone Banking and ANZ Mobile Banking;
- (f) where the funds are used for a transaction which is identified to ANZ by the relevant merchant or any intermediary financial institution as constituting a cash advance; or
- (g) where the funds are credited to any other account held by you or a third party with ANZ or another financial institution, except where the crediting of funds constitutes a balance transfer or purchase,

and which ANZ does not treat as a purchase, and includes the amount of such cash or funds (and any related amount charged by the merchant, financial institution, biller or other recipient of the funds in connection with the provision of cash or use of funds).

ANZ is only able to determine whether to treat a transaction you make with a merchant on your credit card account as a purchase or a cash advance, based on information (including the type of business conducted by the merchant) provided by the merchant and the relevant intermediary financial institution (i.e. the financial institution with which the merchant has entered into an agreement, enabling the merchant to accept payment for goods and services by credit card). Accordingly, certain transactions made with certain merchants may be treated as cash advances under paragraph (f), even though such transactions do not fall within any of the

other paragraphs above. The most common types of merchant outlet where this may occur are newsagencies and merchants that sell lottery tickets or other gambling/gaming products. This may also occur where a merchant otherwise identifies a transaction as a cash advance.

You should note that a relevant debit will be treated as a cash advance even if the credit card account is in credit. However, the credit may subsequently be applied to reduce the cash advances balance and, as a consequence, the interest charged in respect of the cash advance (see Clause (18)(f));

**'cash advances annual percentage rate'** means the annual percentage interest rate identified as relating to cash advances in your Letter of Offer or subsequently notified to or agreed with you in accordance with Clause (33);

**'cash advances balance'** has the meaning given in Clause (20.2)(a), as modified or adjusted (if applicable) by these Conditions of Use;

**'chip'** means the electronic microchip embedded in a credit card;

**'Closing Balance'** means, in relation to a statement period, the outstanding balance on the credit card account as at the close of the statement period (and, for the avoidance of doubt, includes the Instalment Plan and Buy Now Pay Later plan balances as at the close of that statement period);

**'credit card'** means a credit card issued by ANZ to you for use on any credit card account which ANZ advises is subject to these Conditions of Use;

**'credit card account'** means the account set out in the Letter of Offer or any other account opened in accordance with this credit card contract, for example, if your credit card is lost or stolen (see Clause (27)(d));

**'credit card contract'** means the Letter of Offer and Parts A and B of these Conditions of Use;

**'DUE DATE'** means, in relation to a statement period, the date identified as such in the statement of account for that statement period;

**'GST'** means GST as defined in the GST Law;

**'GST Law'** means the A New Tax System (Goods and Services Tax) Act 1999 (GST Act);

**'inactive account'** means a credit card account that has not been operated either by deposit or withdrawal for a period of 24 months;

**'Informal Overlimit amount'** means an amount we provide under Clause (2)(c);

**'Instalment Plan'** is a promotional offer that sets a fixed instalment (payment) on an agreed amount for a specified period;

**'Instalment Plan and Buy Now Pay Later plan balances'** means, at any given time, the total of all amounts outstanding on the credit card contract as at that time forming part of any relevant Promotional Plan balance that relates to an Instalment Plan or Buy Now Pay Later plan, excluding any instalments that, under the terms of an Instalment Plan, are due for payment during the statement period in which that time occurs (and, if that time is at the close of a statement period, any instalments that, under the terms of an Instalment Plan, become due for payment during the next statement period);

**'Letter of Offer'** means the letter ANZ sends to you offering a particular credit card account;

**'minimum repayment warning'** is a legislative requirement and appears on every statement of account. It gives you an idea of:

- (a) how long you may take to pay off the Closing Balance and an estimate of how much interest may be charged by making only the 'Minimum Monthly Payment' or an equivalent amount shown in the warning each month; and
- (b) how much you may need to pay in order to repay the Closing Balance in around 2 years, including an estimate of how much interest you will be charged and how much interest you may save (compared to only making the Minimum Monthly Payment or an equivalent amount shown in the warning) by repaying the Closing Balance in this time;

**'No Interest Free Period credit card account'** means a credit card account in respect of which ANZ has issued an ANZ First (Low Interest option) credit card (including a credit card formerly known as ANZ Free Days Visa or ANZ Low Interest Visa), ANZ Low Interest MasterCard® credit card or any other credit card expressly identified in the Letter of Offer as a No Interest Free Period credit card;

**'overdue amount'** means, in relation to a statement period, any unpaid part of the 'Minimum Monthly Payment' for the statement of account in relation to any previous statement period;

**'overlimit amount'** means the amount by which, at any time, the outstanding balance on the credit card account (including any Informal Overlimit amount) exceeds the approved credit limit;

**'payment agreement'** means an agreement created between you and us in response to your request to apply certain payments against a particular amount you owe under the credit card contract in a particular way;

**'PIN'** means personal identification number, that is, the code of numbers or letters that you use with your credit card through electronic equipment and includes an action number;

**'Promotional Plan'** means:

- (a) an Instalment Plan;
- (b) a Buy Now Pay Later plan;
- (c) any other plan identified as a promotional plan to you by ANZ before you agreed to the terms and conditions of that plan; or
- (d) any other plan in respect of which certain transactions are charged interest on a daily basis by applying a daily percentage rate other than a relevant daily percentage rate (but which may nevertheless be equivalent in rate to a relevant daily percentage rate), or are not charged interest, for a specified period (other than as a result of the operation of Clause (20.1)(b));

**'purchase'** means:

- (a) a purchase of goods or services (other than one falling within any of paragraphs (b) to (f) of the definition of cash advance); or
- (b) any other use of your credit card account treated by us as a purchase (which may include anything falling within any of paragraphs (b) to (f) of the definition of cash advance),

and includes the amount of such purchase or other use (and any related amount charged by the merchant in connection with the purchase or other use);

**'purchases annual percentage rate'** means the annual percentage interest rate identified as relating to purchases (other than purchases in respect of which debits continue to be charged interest at a relevant Promotional Plan annual percentage rate (or continue not to be charged interest) in accordance with the terms and conditions of a relevant Promotional Plan) in your Letter of Offer or subsequently notified to or agreed with you in accordance with Clause (33);

**'purchases balance'** has the meaning given in Clause (20.1)(a), as modified or adjusted (if applicable) by these Conditions of Use;

**'relevant daily percentage rate'** means:

- (a) the purchases annual percentage rate;
- (b) the cash advances annual percentage rate; or
- (c) the standard balance transfers annual percentage rate,

in each case, divided by 365;

**'relevant Promotional Plan annual percentage rate'** means the annual percentage interest rate identified in your Letter of Offer or the terms and conditions of the relevant Promotional Plan or subsequently notified to or agreed with you in accordance with Clause (33) as applying to particular transactions the subject of a Promotional Plan;

**'relevant Promotional Plan daily percentage rate'** means, in relation to a relevant Promotional Plan balance, the current relevant Promotional Plan annual percentage rate applicable to that relevant Promotional Plan balance divided by 365;

**'relevant Promotional Plan balance'** has the meaning given in Clause (21.2)(a);

**'Specific Fees'** means, when used in Clause (20.2)(a), (20.3)(a) or (21.2)(a), any ANZ Fees expressly identified in your Letter of Offer or the terms and conditions of a relevant Promotional Plan or subsequently notified to or agreed with you in accordance with Clause (33) as forming part of the relevant transaction balance (howsoever described) to which that clause relates;

**'Specific Stamp Duty and Charges'** means, when used in Clause (20.2)(a), (20.3)(a) or (21.2)(a), any stamp duty and other government charges expressly identified in your Letter of Offer or the terms and

conditions of a relevant Promotional Plan or subsequently notified to or agreed with you in accordance with Clause (33) as forming part of the relevant transaction balance (howsoever described) to which that clause relates;

**'standard balance transfers annual percentage rate'** means the annual percentage interest rate identified as relating to standard balance transfers (howsoever described) in your Letter of Offer or subsequently notified to or agreed with you in accordance with Clause (33);

**'standard balance transfers balance'** has the meaning given in Clause (20.3)(a), as modified or adjusted (if applicable) by these Conditions of Use;

**'statement of account'** means, in relation to a particular statement period, the statement issued by ANZ pursuant to Clause (12);

**'statement period'** means a period determined by ANZ not exceeding 40 days, commencing from the start of the credit card contract or, if later, the day after the end of the previous statement period;

**'Tax'** or **'Taxes'** include:

- (a) any tax, levy, impost, deduction, charge, rate, withholding or duty by whatever name called levied, imposed or assessed (including, without limitation, withholding tax, employment taxes, land tax, property tax, excise duties, customs duties, goods and services tax, value added tax, sales tax, consumption tax, stamp duty and transaction duties or any similar impost imposed or levied); and
- (b) any interest, penalty, charge, fine or fee or other amount of any kind assessed, charged or imposed on or in respect of the above;

**'transaction'** means any purchase, cash advance or balance transfer;

**'transaction balance'** means:

- (a) the purchases balance;
  - (b) the cash advances balance;
  - (c) the standard balance transfers balance; or
  - (d) a relevant Promotional Plan balance,
- of the credit card account;

'**you**' means the person in whose name the credit card account has been opened and, where relevant, also means each additional cardholder, and '**your**' has a corresponding meaning.

## PART B

# Electronic Banking Conditions of Use

ANZ warrants that it will comply with the requirements of the ePayments Code.

This section applies to payment, funds transfer and cash withdrawal transactions that are:

- (a) initiated using electronic equipment; and
- (b) not intended to be authenticated by comparing a manual signature with a specimen signature.

Unless the account services are provided or referred to you by ANZ, ANZ does not authorise, promote or endorse the use of account services offered by third parties to access your ANZ accounts (including account aggregation services, such as may be provided by other financial institutions).

### Definitions

**'Activation Code'** means the 4- to 7-digit temporary activation number issued to activate the Mobile Banking service.

**'ANZ Business Day'** means any day from Monday to Friday on which ANZ is open for business in at least one of its branch locations in Australia.

**'Authorised Deposit-taking Institution'** has the meaning given to that term in the Banking Act 1959 (Cth).

**'Banking Business Day'** refers to any day on which banks in Melbourne or Sydney are able to effect settlement through the Reserve Bank of Australia.

**'CRN'** means the Customer Registration Number issued by ANZ to you.

**'Extreme Carelessness'** means a degree of carelessness that greatly exceeds what would normally be considered careless behaviour.

**'Mistaken Internet Payment'** means a payment made by a user through Pay Anyone where funds are paid into the account of an unintended recipient because the user enters or selects a BSB number and/or account number that does not belong to the named and/or intended recipient as a result of:

- the user's error; or



- the user being advised of the wrong BSB number and/or account number.

This does not include payments made using BPAY®.

**'Mobile Banking'** means any banking solution for your mobile device offered by ANZ that operates in a manner governed by this section.

**'PIN'** means Personal Identification Number.

**'Pay Anyone Processing Day'** means any day from Monday to Friday that is not a public holiday in both Melbourne and Sydney.

**'Receiving Bank'** means an Authorised Deposit taking Institution which has subscribed to the ePayments Code and whose customer has received an internet payment.

**'Securemail'** means the electronic messaging system which enables communications to be sent to or from ANZ as part of ANZ Internet Banking.

**'Security Requirement'** has the meaning given to that term in this section.

**'Telecode'** means the four to seven digit number issued to access ANZ Phone Banking.

**'Transaction'** means a transaction to which the ePayments Code applies.

**'Unintended recipient'** means the recipient of funds as a result of a mistaken internet payment.

**'User'** means you or an individual who is authorised to use an account.

### **Transaction limits**

ANZ or another party such as a merchant may limit the amount of any electronic transaction you can make over certain periods (e.g. during any day or in a single transaction).

ANZ may change any transaction limit or impose new transaction limits by giving you notice. You can find out current transaction limits for your accounts by phoning ANZ on 13 13 14.

### **How you can use ANZ Internet Banking**

You can use ANZ Internet Banking to make transactions on your linked accounts, as set out in your account terms and conditions. You can also use ANZ Internet Banking to purchase and order a range

of financial services and products. You can get more details by visiting the website at [www.anz.com](http://www.anz.com).

### **Fees and Charges for Mobile Banking**

ANZ reserves the right to charge an account nominated by you with fees and charges for the provision of Mobile Banking. The fees and charges applicable to Mobile Banking are those shown on [www.anz.com](http://www.anz.com) and may vary from time to time.

You may also incur charges from your mobile operator as a result of using Mobile Banking. Any such charges are solely your responsibility.

### **Access to and use of Pay Anyone and International Services**

#### **(a) Obtaining Pay Anyone**

When applying for Pay Anyone for ANZ Internet Banking, you must request a Pay Anyone daily limit which is subject to approval by ANZ. The options for the daily limits are set out at [www.anz.com](http://www.anz.com) when you apply. Restrictions apply depending on whether you are using Pay Anyone for personal or business purposes. When applying for Pay Anyone for Mobile Banking your daily limit will be as advised to you by ANZ and may not be changed by you.

If you require your password for Pay Anyone for ANZ Internet Banking to be reset or reissued ANZ may reduce your current daily Pay Anyone limit for ANZ Internet Banking. You will need to re-apply if you wish to reinstate that limit. Please allow sufficient time for the change to be made before you attempt to use the higher daily transfer limit. You can apply to increase or decrease your daily transfer limit for ANZ Internet Banking through ANZ Internet Banking.

#### **(b) Obtaining International Services**

You can apply for International Services after you have been granted Pay Anyone access. International Services are not available through Mobile Banking.

The total of all Pay Anyone and International Services transfers (converted into Australian Dollars) on any day cannot exceed your Pay Anyone daily transaction limit.

Access levels for ANZ Phone Banking, ANZ Internet Banking and Mobile Banking Access levels:

- **'All transactions'** – access every function within ANZ Phone Banking and ANZ Internet Banking for the account;

- **‘Transaction History Details only and BPAY®’**  
– includes BPAY®, account balance information, transaction history details, ordering a cheque/ deposit book but excludes transfers between accounts, increasing a credit card limit, redrawing on a home loan, direct loan payments, BPAY View™, ANZ Online Investing and ANZ Online Reporting;
- **‘Deposit and Transaction History Details only’**  
– includes transfers between accounts, transaction history details, account balance information and ordering a cheque/ deposit book but excludes withdrawals from accounts, increasing credit card limit, redrawing on a home loan, direct loan payments, BPAY View™, ANZ Online Reporting, ANZ Online Investing and BPAY®;
- **Deposit only** – includes transfers between accounts but excludes withdrawals from accounts, BPAY®, increasing credit card limit, redrawing on a home loan, direct loan payments, BPAY View™, ANZ Online Reporting, ANZ Online Investing, account balance information, transaction history details and ordering a cheque/ deposit book;
- **Transaction History Details only** – includes enquiries on past transactions about the account but excludes all transactions on the account, transfers between accounts, increasing credit card limit, redrawing on a home loan, direct loan payments, BPAY View™, ANZ Online Reporting, ANZ Online Investing and BPAY®.

Account holders aged 12 to 15 years, adults who have a joint account with account holders aged 12 to 15 years, and account signatories (no agents can be appointed) to accounts held by customers aged 12 to 15 years may only have restricted access levels for ANZ Phone Banking and ANZ Internet Banking.

Only the account holder or account signatories can select an access level. The account holder or account signatories may authorise another person (an ‘authorised user’) to operate the account and that person may have a different access level to the account holder.

The account holder is responsible for the operation of the account by the authorised user within that user’s level of access.

The account holder or account signatories may cancel or change any access level by sending a written request or Securemail to ANZ, or calling ANZ on the relevant number listed in this booklet. ANZ may require written confirmation. ANZ may take several days to process this change.

Authorised users, regardless of their level of access, cannot access ANZ Pay Anyone, ANZ Online Investing, International Services, increase a credit card limit, redraw on a home loan, or use Securemail to change any of the account holder's account or other personal details. However, all authorised users can use ANZ Internet Banking to change their own profile, access their own Securemail and select and change their own password and Mobile Banking to change their own password.

If you are an ANZ credit card account holder and nominate access to this account via ANZ Internet Banking, each additional card holder will be an authorised user.

### **Processing instructions – general**

The account holder authorises ANZ to act on the instructions you enter into electronic equipment. Any electronic transaction made by you cannot be cancelled, altered or changed by you unless allowed by the applicable terms and conditions or this section.

ANZ may delay acting on or may ask you for further information before acting on an instruction. Where ANZ has instructions for more than one payment from your account(s), ANZ will determine the order of priority in which payments are made.

If you make a cash withdrawal from an account by making an electronic transaction and there is a difference between the amount of cash received and the amount shown on the receipt, you must report this to ANZ and to the merchant (if applicable) as soon as possible. You can make your report to ANZ by calling ANZ on the number listed in this booklet.

If you make a deposit of funds to an account by making an electronic transaction and there is a difference between the amount recorded as having been deposited and the amount ANZ receives, the account holder will be notified of the difference as soon as possible and will be advised of the actual amount which has been credited to the account.

ANZ is not liable for the refusal of any merchant to accept an electronic transaction and, to the extent permitted by law, is not responsible for the goods and services supplied by a merchant.

ANZ may notify you of any electronic transactions (instructions for which are received through Mobile Banking) it is unable to process.

You accept that:

- not all electronic equipment from which cash can be withdrawn will always contain cash;
- any cash dispensed at electronic equipment is at your risk once it becomes visible or available for you to collect;
- not all electronic equipment will allow you to make deposits;
- future dated transfers are not available through Mobile Banking.

An immediate transfer, Pay Anyone or BPAY® payment cannot be revoked or stopped once ANZ receives your instruction. Future dated transfer, Pay Anyone or BPAY® instructions can only be revoked or changed if instructions to delete the transaction are given to ANZ through ANZ Internet Banking before midnight Sydney time on the ANZ Business Day (or, for Pay Anyone, the Pay Anyone Processing Day) before the transaction is scheduled to occur. After this time, the instruction cannot be revoked.

### **Processing instructions – ANZ Phone Banking, ANZ Internet Banking and Mobile Banking**

Any ANZ Phone Banking, ANZ Internet Banking and Mobile Banking transactions (other than a BPAY® payment) will generally be processed to your account on the same day ANZ receives your instructions, if given before 10.00pm Melbourne time Monday to Friday (except national public holidays). Any transaction made after this time may be processed on the following ANZ Business Day.

Account information accessed using ANZ Phone Banking, ANZ Internet Banking and Mobile Banking will generally reflect the position of the account at that time, except for transactions not yet processed by ANZ (including uncleared cheques and unprocessed credit card transactions) or cleared cheques and direct debits processed by ANZ that day.

## Processing instructions – Pay Anyone and International Services

ANZ will generally process Pay Anyone instructions:

- for immediate Pay Anyone transfers, on the day the instruction is given, if ANZ receives the instruction before 6pm Melbourne time on a Pay Anyone Processing Day;
- for immediate international transfers, on the day the instruction is given, if ANZ receives the instruction before 6pm Melbourne time on a Pay Anyone Processing Day;
- future dated transfers, on the relevant future day you select if it is a Pay Anyone Processing Day (or if it is not, on the Pay Anyone Processing Day after that day).

Instructions you give will be delivered to the payee's financial institution on the day that ANZ processes them except where:

- ANZ is not obliged to process your instructions;
- there is a technical failure; or
- there is a delay or error in accepting the instructions caused by the financial institution to which the transfer is to be made; or
- the instructions are for a transfer by way of an international draft or telegraphic draft.

Where your instruction is for a transfer by way of ANZ issuing an international draft:

- ANZ will send the draft by post to the delivery address notified by you;
- You acknowledge that it is your responsibility to forward the draft to the intended recipient.

ANZ cannot control (and is not responsible for) when, or if, the payee's financial institution processes your instructions or the fees that financial institutions may charge to process your instructions.

Once ANZ processes your transfer instruction, ANZ is reliant on the payee's financial institution to advise whether your instructions have been successfully processed. If the payee's financial institution advises that your transfer instruction has not been successful, it may take a number of weeks, depending on the financial institution, to reverse the relevant withdrawal from your linked account.

If the transfer is to be made from a credit card, it will be treated as a cash advance and interest and fees may apply.

### **Processing instructions – BPAY®**

ANZ is a member of the BPAY® Scheme. This is an electronic payments scheme through which ANZ can be asked to make payments on your behalf to billers. ANZ will tell you if it ceases to be a member of the BPAY® Scheme. For the purposes of the BPAY® Scheme, ANZ may also be a biller.

You must comply with the terms and conditions for the account which you ask ANZ to debit a BPAY® payment (to the extent that those terms are not inconsistent with or expressly overridden by these Conditions of Use).

To make a BPAY® payment the following information must be given to ANZ:

- your CRN and password or Telecode;
- the biller code from the bill;
- your customer reference number (e.g. your account number) with that biller;
- the amount you want to pay; and
- the account from which you want the payment to be made.

Once this information is provided, ANZ will treat your instructions as valid and will debit the relevant account. ANZ will not be obliged to effect a BPAY® instruction if it is not made in accordance with these Conditions of Use or if the information given is incomplete and/or inaccurate.

Limits apply to your use of BPAY® on both a per transaction and daily limit (per CRN) basis. Separate daily limits apply for BPAY® Tax Payments, independent of the general BPAY® limits. For more information on available limits see [www.anz.com](http://www.anz.com).

Subject to the 'Processing Instructions' conditions set out above:

- any BPAY® payment made by you will be processed on the day you tell ANZ to make that BPAY® payment if ANZ receives your instructions before 6pm Sydney time on a Banking Business Day (ANZ's cut-off time); and

- BPAY® instructions received after 6pm Sydney time on a Banking Business Day, or on a day that is not a Banking Business Day, will be processed on the next Banking Business Day.

A delay may occur in processing a BPAY® payment where:

- there is a public or bank holiday on the day after you tell ANZ to make a BPAY® payment;
- you tell ANZ to make a BPAY® payment after ANZ's cut-off time; or
- another participant in the BPAY® Scheme, such as another financial institution or a biller does not process a payment as soon as it receives details of the payment or does not otherwise comply with its obligations under the BPAY® Scheme.

While it is expected that any such delay will not continue for more than one Banking Business Day, it may continue for a longer period.

ANZ will attempt to ensure a BPAY® payment is processed promptly by billers and other participants in the BPAY® Scheme.

You should check your account records carefully and tell ANZ as soon as possible if you become aware of:

- a BPAY® payment which has been made from your linked account which was not authorised;
- the possibility that you have been fraudulently induced to make a BPAY® payment; or
- any delay or mistake in processing of your BPAY® payment.

If ANZ is advised by a biller that it cannot process your BPAY® payment ANZ will:

- advise you of this;
- credit your account with the amount of that BPAY® payment; and
- tell you how ANZ can assist you, if possible, in making the payment as soon as possible.

A linked ANZ credit card account can only be used to make a BPAY® payment if the biller accepts credit card payment. If the biller does not accept credit card payment but you want to pay from a credit card account, payment will be by way of a cash advance.



You are not authorised to give a biller code to any person in order to receive payments owing to you.

Biller codes may only be used by authorised billers to receive payment of bills issued by that biller. The terms and conditions of use of BPAY® will not apply to any use by you of biller codes in this way.

### **Short Message Service (SMS)**

By registering for Mobile Banking, you agree that we may send SMS messages to your nominated mobile phone. ANZ is not liable for any loss or damage you suffer as a result of any person other than you accessing those SMS messages.

### **Card Validity**

Your card remains ANZ's property at all times.

A card must be signed immediately by the person in whose name it has been issued and must only be used within the 'valid from' and 'until end' dates shown on the card. For security reasons you must, as soon as the card expires, destroy it by cutting it (including any embedded microchip on the card) diagonally in half.

### **Lost or stolen cards, Password, PIN or Telecode**

If you report that a card has been lost or stolen the card will be cancelled as soon as the report is made.

You must not use the card once the report is made. If you recover the lost or stolen card, you must destroy the card by cutting it (including an embedded microchip on the card) diagonally in half and return it to an ANZ branch as soon as possible.

You must make a report to ANZ (and the relevant third party, if a third party issued the username, password, PIN or card to you) immediately you become aware or suspect that your password, username, PIN, CRN or Telecode is disclosed or used without your authority, or lost. You must not then continue to use your password, username, PIN, CRN or Telecode. ANZ will cancel it and arrange for you to select a new username, password, PIN or Telecode, or to be provided with a new CRN. The best way to make the report is to call ANZ on the telephone numbers listed in this booklet.

If ANZ's telephone reporting service is unavailable, you must report the disclosure, loss, theft or misuse to any ANZ branch. Your account terms and conditions

outline how you can make a report if ANZ's telephone reporting service is unavailable or you are overseas.

### **Cancellation of cards or electronic access**

ANZ may cancel any card, CRN or electronic access at any time,

- without prior notice and in the case of credit cards, provide notice as soon as practicable after the credit card is cancelled. If the credit card account is closed, all credit cards issued in relation to that credit card account will also be cancelled; or
- without prior notice if ANZ:
  - believes that use of the card or electronic access may cause loss to the account holder or to ANZ;
  - the account is an inactive account;
  - all the accounts which the card may access have been closed;
  - the account has been overdrawn (other than by use of the Informal Overdraft facility), or you have exceeded your agreed credit limit;
  - if we become aware that you do not meet, or cease to meet, our eligibility criteria for the card, CRN or electronic access; or otherwise,
- on giving you not less than three months written notice.

ANZ may also at any time suspend your right to participate in the ANZ BPAY® Scheme.

The account holder may cancel a card at any time by sending ANZ a written request or by calling ANZ on the relevant number listed in this booklet. ANZ may require written confirmation. The card must be cut diagonally in half (including any embedded microchip on the card) and returned to ANZ.

You can request ANZ to de-register you from ANZ Internet Banking at any time by Securemail or by calling the relevant number listed in this booklet.

### **Withdrawal of electronic access**

ANZ may withdraw your electronic access to accounts (including by BPAY®) without prior notice if:

- electronic equipment malfunctions or is otherwise unavailable for use;
- a merchant refuses to accept your card;

- any one of the accounts is overdrawn (other than by use of the Informal Overdraft facility, if any) or will become overdrawn, or is otherwise considered out of order by ANZ;
- ANZ believes your access to accounts through electronic equipment may cause loss to the account holder or to ANZ;
- ANZ believes that the quality or security of your electronic access process or ANZ's systems may have been compromised;
- all the accounts which you may access using ANZ Phone Banking or ANZ Internet Banking have been closed or are inactive or the account you have nominated for Mobile Banking fees and charges to be charged to is closed;
- ANZ suspects you of being fraudulent or engaging in inappropriate behaviour unless the withdrawal is prohibited by law.

ANZ may at any time change the types of accounts that may be operated, or the types of electronic transactions that may be made through particular electronic equipment.

### **Password, PIN and Telecode Security**

Users must keep their passwords, PINs and Telecodes secure. Failure to do so may increase your liability for any loss.

**Warning:** A user must not use their birth date or an alphabetical Telecode which is a recognisable part of their name as a password, PIN or Telecode, or select a Telecode which has sequential numbers, for example, '12345' or where all numbers are the same, for example, '11111'. If the user does, you may be liable for any loss suffered from an unauthorised transaction.

A user must not:

- voluntarily disclose any of their passwords, PINs or Telecodes to anyone, including a family member or friend;
- write or record passwords, PINs or Telecodes on a card, or keep a record of the passwords, PINs or Telecodes on anything carried with the card or liable to loss or theft at the same time as the card, unless the user makes a reasonable attempt to protect the security of the passwords, PINs or Telecodes;

- keep a written record of all passwords, PINs or Telecodes required to perform transactions on one or more articles liable to be lost or stolen at the same time, without making a reasonable attempt to protect the security of the passwords, PINs or Telecodes;
- select a numeric password, PIN or Telecode that represents their birth date, or an alphabetical password, PIN or Telecode that is a recognisable part of their name;
- otherwise act with extreme carelessness in failing to protect the security of all passwords, PINs or Telecodes, (each a '**Security Requirement**').

**Warning:** Users should avoid accessing ANZ Phone Banking through telephone services which record numbers dialled – for example hotels which do this for billing purposes. In these situations users should obtain access to ANZ Phone Banking through an ANZ customer service operator.

To assist you, ANZ publishes security guidelines. A copy of the current guidelines is available at [www.anz.com](http://www.anz.com).

### **Unauthorised transactions**

The following provisions apply to unauthorised transactions. The provisions do not apply to a transaction performed by a user or by anyone who performs a transaction with the knowledge and consent of a user.

#### **(a) When ANZ is liable**

ANZ will be liable for losses incurred by the account holder that:

- are caused by the fraudulent or negligent conduct of ANZ's employees or agents or third parties involved in networking arrangements, or of merchants or their agents or employees;
- are caused by a card, account number, password, PIN or Telecode which is forged, faulty, expired or cancelled;
- are caused by a transaction that requires the use of any card, password, PIN or Telecode that occurred before the user received or selected the card, password, PIN or Telecode (including a reissued card, password, PIN or Telecode);

- are caused by a transaction being incorrectly debited a second or subsequent times to the same account;
- an unauthorised transaction that occurs after you have notified ANZ that any card has been misused, lost or stolen or that the security of a password, PIN or Telecode has been breached;
- arises from an unauthorised transaction that can be made using an account number without a password, PIN or Telecode or card. Where a transaction can be made using a card, or a card and an account number, but does not require a password, PIN or Telecode, you will be liable only if the user unreasonably delays reporting the loss or theft of the card;
- arise from an unauthorised transaction if it is clear that a user has not contributed to the losses; or
- occur while ANZ's process for reporting unauthorised transactions, loss, theft or misuse of a card or breach of a Security Requirement is unavailable, provided that a report is made within a reasonable time of the process again becoming generally available.

#### **(b) When the account holder is liable**

If ANZ can prove on the balance of probability that a user contributed to the loss arising from an unauthorised transaction through fraud or through breaching a Security Requirement:

- the account holder is liable in full for the actual losses that occur before ANZ is notified of the loss, theft or misuse of a card or breach of a Security Requirement, but
- the account holder will not be liable for a portion of the losses:
  - incurred on any one day that exceed any applicable daily transaction limit;
  - incurred in any period that exceed any applicable periodic transaction limit;
  - that exceed the balance of the account, including any pre-arranged credit; or
  - incurred on any account that ANZ and the account holder had not agreed could be

accessed using the card or account number and/or password, PIN or Telecode used to perform the transaction.

Where:

- more than one password, PIN or Telecode is required to perform a transaction, and
- ANZ can prove that a user breached a Security Requirement for one or more (but not all) of the required passwords, PINs or Telecodes,

the account holder will only be liable if ANZ can also prove that on the balance of probability that the breach of the Security Requirement was more than 50% responsible for the losses, when assessed together with all the contributing causes.

The account holder is liable for losses arising from unauthorised transactions that occur because a user contributed to the losses by leaving a card in an ANZ ATM.

If ANZ can prove, on the balance of probability that a user contributed to the losses resulting from an unauthorised transaction by unreasonably delaying reporting the misuse, loss or theft of a card or a breach of a Security Requirement, the account holder will be liable for the actual losses that occur between:

- the time when the user became aware of the security compromise, or in the case of a lost or stolen card, should reasonably have become aware; and
- the time ANZ was notified of the security compromise,

however, the account holder will not be liable for that portion of the losses:

- incurred on any one day that exceeds any applicable daily transaction limit;
- incurred in any period that exceeds any applicable periodic transaction limit;
- that exceeds the balance on the account, including any pre-arranged credit; or
- incurred on any account that we and the account holder had not agreed could be accessed using the card and/or passwords, PIN or Telecode used to perform the transaction.

If it is not clear whether a user has contributed to the loss caused by an unauthorised transaction and where a password, PIN or Telecode was required to perform the unauthorised transaction, the account holder is liable for the least of:

- \$150 or a lower figure determined by ANZ;
- the balance of the account or accounts (including any prearranged credit) from which ANZ and the account holder have agreed could be accessed using the card and/or password, PIN or Telecode, or
- the actual loss at the time ANZ is notified of the misuse, loss or theft of a card or breach of a Security Requirement (but not that portion of the loss incurred on any one day\* which is greater than the daily transaction limit or other periodic transaction limit (if any)); or

\* A day begins at 12.00.00am (Melbourne time) and ends at 11.59pm (Melbourne time) on the same day. If you are not in the same time zone as Melbourne, please check <http://www.australia.gov.au>

## **Additional protection**

### **Visa – Zero liability**

Subject to the section headed 'Unauthorised transactions' you will not be liable for unauthorised transactions on a Visa credit card or ANZ Access Visa Debit card.

If you notify ANZ of an unauthorised transaction(s), within 5 business days we will provide provisional credit to you to the value of the unauthorised transaction unless your prior account history is unsatisfactory or if the nature of transactions justifies a delay in crediting your account.

### **MasterCard – Zero liability**

Subject to the section headed 'Unauthorised transactions' you will not be liable for unauthorised transactions on a MasterCard credit card.

### **Equipment malfunction**

ANZ is responsible to the account holder for any loss caused by the failure of a system or equipment to complete a transaction that was accepted in accordance with your instructions.

However, if you were aware or should reasonably have been aware that the system or equipment was unavailable for use or malfunctioning, ANZ's

responsibility will be limited to correcting errors in the account and refunding any charges or fees imposed as a result.

You are solely responsible for your own computer and mobile phone anti-virus and security measures, and those of any authorised user, to help prevent unauthorised access via ANZ Internet Banking or Mobile Banking to your transactions and linked accounts.

### **Liability under the BPAY® Scheme<sup>1</sup>**

#### **(a) General**

You should note that:

- if you advise ANZ that a BPAY® payment made from a linked account is unauthorised, you should first give ANZ your written consent to obtain from the biller information about your account with that biller or the BPAY® payment, (including your CRN) as ANZ reasonably requires to investigate the BPAY® payment. This should be addressed to the biller who received the BPAY® payment. If you do not do this, the biller may not be permitted by law to disclose to ANZ the information ANZ needs to investigate or rectify that BPAY® payment;
- if you discover that the amount you instructed ANZ to pay was less than the amount you needed to pay, you can make another BPAY® payment for the shortfall. If you cannot make another BPAY® payment for the shortfall because the shortfall amount is less than the minimum amount the biller will accept, you can ask ANZ to arrange for a reversal of the initial payment. You can then make a second payment for the correct amount. If you discover that the amount you instructed ANZ to pay was more than the amount you needed to pay, you can ask ANZ to request a reversal of the initial payment from the biller on your behalf, and if this occurs, you can make a second payment for the correct amount.

#### **(b) ANZ's liability**

If you are liable for an unauthorised or fraudulent payment under this 'Liability under the BPAY® Scheme' section or as a result of a BPAY® billing error and the ePayment Code applies, then your liability is limited to the lesser of:

- (i) the amount of that unauthorised or fraudulent payment; or



- (ii) the limit (if any) of your liability set out under 'Unauthorised transactions'.

1 \* Registered to BPAY Pty Ltd ABN 69 079 137 518 .

If (ii) applies, ANZ will be liable to you for the difference between the amount for which you are liable and the amount of the unauthorised or fraudulent payment.

### **BPAY® payments**

Except where a BPAY® payment is an Unauthorised payment, a Fraudulent payment or a Mistaken payment, BPAY® payments are irrevocable. No refunds will be provided through the BPAY® Scheme where you have a dispute with the biller about any goods or services you may have agreed to acquire from the biller. Any dispute must be resolved with the biller.

### **Unauthorised payments**

If a BPAY® payment is made in accordance with a payment direction, which appeared to ANZ to be from you or on your behalf, but which you did not in fact authorise, ANZ will credit your account with the amount of that unauthorised payment. However, you must pay ANZ the amount of that payment if:

- (i) ANZ cannot recover the amount from the person who received it within 20 Banking Business Days of ANZ attempting to do so; and
- (ii) the payment was made as a result of a payment direction which did not comply with ANZ's prescribed security procedures.

### **Fraudulent Payments**

If a BPAY® payment is induced by the fraud of a person involved in the BPAY® Scheme, then that person should refund you the amount of the fraud-induced payment. However, if that person does not refund you that amount, you must bear the loss unless some other person involved in the BPAY® Scheme knew of the fraud or would have detected it with reasonable diligence, in which case that person must refund you the amount of the fraud-induced payment.

### **Mistaken Payments**

If you discover that a BPAY® payment has been made to a person, or for an amount, which is not in

accordance with your instructions (if any), and your account was debited for the amount of that payment, ANZ will credit that amount to your account. However, if you were responsible for a mistake resulting in that payment and ANZ cannot recover the amount of that payment from the person who received it within 20 Banking Business Days of ANZ attempting to do so, you must pay that amount to ANZ.

You acknowledge that the receipt by a biller of a mistaken or erroneous payment does not or will not, under any circumstances, constitute part or whole satisfaction of any underlying debt owed between you and that biller.

### **Consequential loss**

ANZ is not liable for any consequential loss or damage you suffer as a result of using the BPAY® Scheme, other than due to any loss or damage you suffer due to ANZ's negligence or in relation to any breach of a condition or warranty implied by law in contracts for the supply of goods and services and which may not be excluded, restricted or modified at all or only to a limited extent.

### **(d) Indemnity**

To the extent permitted by law, you indemnify ANZ against any loss or damage ANZ may suffer due to any claim, demand or action of any kind brought against ANZ arising directly or indirectly because you:

- (i) did not observe your obligations under; or
- (ii) acted negligently or fraudulently in connection with these Conditions of Use.

### **Mistaken internet payments**

A user may report a mistaken internet payment at any ANZ branch or by phoning ANZ on 13 13 14.

Where a user reports a mistaken internet payment, ANZ will investigate whether a mistaken internet payment has occurred.

If ANZ is satisfied that a mistaken internet payment has occurred, ANZ will send the Receiving Bank a request for return of the funds.

If ANZ is not satisfied that a mistaken internet payment has occurred, ANZ will not take any further action.

ANZ will inform the user of the outcome of a reported mistaken internet payment in writing within 30 business days of the report being made.

### **Process where funds are available and report is made within 10 business days**

Where a user reports a mistaken internet payment within 10 business days of making the payment and:

- ANZ and the Receiving Bank are satisfied that a mistaken internet payment has occurred; and
- ANZ is advised by the Receiving Bank that there are sufficient credit funds available in the account of the unintended recipient to cover the payment,

the Receiving Bank must forward the funds to ANZ no later than 10 business days after receiving our request to return the funds.

### **Process where funds are available and report is made between 10 business days and 7 months**

Where a user reports a mistaken internet payment between 10 business days and 7 months after making the payment and:

- ANZ and the Receiving Bank are satisfied that a mistaken payment has occurred; and
- ANZ is advised by the Receiving Bank that there are sufficient credit funds available in the account of the unintended recipient to cover the payment; and
- the Receiving Bank prevents the unintended recipient from withdrawing the funds for 10 business days and during this period the unintended recipient does not establish that they are entitled to the funds,
- the Receiving Bank must forward the funds to ANZ within 2 business days of the expiry of the 10 business day period referred to above.

### **Process where funds are available and report is made after 7 months**

Where a user reports a mistaken internet payment more than 7 months after making the payment and:

- ANZ and the Receiving Bank are satisfied that a mistaken payment has occurred; and
- ANZ is advised by the Receiving Bank that there are sufficient credit funds available in the account of the unintended cover the payment; and

- the unintended recipient consents to return of the funds, the Receiving Bank must forward the funds to ANZ.

### **Process following recovery of funds**

If the Receiving Bank recovers the funds from the unintended recipient and forwards the funds to ANZ, we will return the funds to the account holder as soon as practicable.

If the Receiving Bank is unable to recover the funds from the unintended recipient, the account holder will be liable for losses arising from the mistaken internet payment.

### **Complaints about mistaken internet payments**

A user who reports a mistaken internet payment can complain to ANZ about how the report is dealt with.

ANZ will deal with the complaint in accordance with this booklet.

### **Unintended recipients**

If you receive a mistaken internet payment into your account and ANZ, as Receiving Bank is required to forward the funds to the payer's authorised deposit taking institution, you authorise ANZ to withdraw the funds from your account and return the funds to the payer's authorised deposit-taking institution.

### **Changes to the Electronic Banking Conditions of Use**

ANZ can change the Electronic Banking Conditions of Use at any time. ANZ will give you at least 30 days prior written notice of any changes which:

- impose or increase fees or charges for issuing or replacing a card, password, PIN or Telecode;
- impose or increase fees or charges for performing transactions; or
- increase your liability for losses relating to transactions; or
- change your daily transaction limit or other periodical transaction limit applying to the use of electronic equipment.
- impose, remove or change your daily or other periodic limit on transactions, an account or electronic equipment (eg limits on the number or value of ATM withdrawals).

## Information statement

### Things you should know about your proposed credit contract

This statement tells you about some of the rights and obligations of yourself and your credit provider, Australia and New Zealand Banking Group Limited ABN 11 005 357 522 ('ANZ'). It does not state the terms and conditions of your contract.

If you have any concerns about your contract, contact ANZ and, if you still have concerns, ANZ's external dispute resolution scheme, or get legal advice.

## The contract

### (1) How can I get details of my proposed credit contract?

ANZ must give you a pre-contractual statement containing certain information about your contract. The pre-contractual statement, and this document, must be given to you before:

- (a) your contract is entered into; or
- (b) you make an offer to enter into the contract, whichever happens first.

### (2) How can I get a copy of the final contract?

If the contract document is to be signed by you and returned to ANZ, you must be given a copy to keep. Also, ANZ must give you a copy of the final contract within 14 days after it is made. This rule does not however, apply, if ANZ has previously given you a copy of the contract document to keep. If you want another copy of your contract write to ANZ and ask for one. ANZ may charge you a fee. ANZ has to give you a copy:

- (a) within 14 days of your written request if the original contract came into existence one year or less before your request; or
- (b) otherwise within 30 days of your written request.

### (3) Can I terminate the contract?

Yes. You can terminate the contract by writing to ANZ so long as:

- (a) you have not obtained any credit under the contract; or
- (b) a card or other means of obtaining credit given to you by ANZ has not been used to acquire goods or services for which credit is to be provided under the contract. However, you will still have to pay any fees or charges incurred before you terminate the contract.

**(4) Can I pay my credit contract out early?**

Yes. Pay ANZ the amount required to pay out your credit contract on the day you wish to end your contract.

**(5) How can I find out the payout figure?**

You can write to ANZ at any time and ask for a statement of the payout figure as at any date you specify. You can also ask for details of how the amount is made up. ANZ must give you the statement within seven days after you give your request to ANZ. You may be charged a fee for the statement.

**(6) Will I pay less interest if I pay out my contract early?**

Yes. The interest you can be charged depends on the actual time money is owing.

**(7) Can my contract be changed by ANZ?**

Yes, but only if your contract says so.

**(8) Will I be told in advance if ANZ is going to make a change in the contract?**

That depends on the type of change. For example:

- (a) you get at least same day notice for a change to an annual percentage rate. That notice may be a written notice to you or a notice published in a newspaper;
- (b) you get at least 20 days advance written notice for:
  - (i) a change in the way in which interest is calculated; or
  - (ii) a change in credit fees and charges; or
  - (iii) any other changes by ANZ;

except where the change reduces what you have to pay or the change happens automatically under the contract.

**(9) Is there anything I can do if I think my contract is unjust?**

Yes. You should first talk to ANZ. Discuss the matter and see if you can come to some arrangement.

If that is not successful, you may contact ANZ's external dispute resolution scheme, the Australian Financial Complaints Authority (AFCA). AFCA is a free service established to provide you with an independent mechanism to resolve specific complaints. AFCA can be contacted by phone on 1800 931 678, by email at [info@afca.org.au](mailto:info@afca.org.au), or by writing to:

Australian Financial Complaints Authority,  
GPO Box 3,  
Melbourne 3001.

Alternatively, you can go to court. You may wish to get legal advice, for example from your community legal centre or Legal Aid.

You can also contact ASIC, the regulator, for information on 1300 300 630 or through ASIC's website at <http://www.asic.gov.au>.

## Insurance

**(10) Do I have to take out insurance?**

You can decide if you want to take out insurance or not. If you take out insurance, ANZ can not insist that you use any particular insurance company.

**(11) Will I get details of my insurance cover?**

Yes, if you have taken out consumer credit insurance and the premium is financed by ANZ. In that case the insurer must give you a copy of the policy within 14 days after the insurer has accepted the insurance proposal. You can always ask the insurer for details of your insurance contract. If you ask in writing your insurer must give you a statement containing all the provisions of the contract.

**(12) If the insurer does not accept my proposal, will I be told?**

Yes, if the insurance was to be financed by the credit contract. The insurer will inform you if the proposal is rejected.

**(13) In that case, what happens to the premiums?**

ANZ must give you a refund or credit unless the insurance is to be arranged with another insurer.

## General

### **(14) What do I do if I cannot make a repayment?**

Get in touch with ANZ immediately. Discuss the matter and see if you can come to some arrangement. You can ask ANZ to change your contract in a number of ways, for example:

- to extend the term of your contract and reduce payments;
- to extend the term of your contract and delay payments for a set time; or
- to delay payments for a set time.

### **(15) What if ANZ and I cannot agree on a suitable arrangement?**

If ANZ refuses your request to change the repayments, you can ask ANZ to review this decision if you think it is wrong.

If ANZ still refuses your request you can complain to ANZ's external dispute resolution scheme, FOS. Further details about FOS are set out below in question 17.

### **(16) Can ANZ take action against me?**

Yes, if you are in default under your contract. But the law says that you cannot be unduly harassed or threatened for repayments. If you think you are being unduly harassed or threatened, contact ANZ's external dispute resolution scheme, FOS, or ASIC, or get legal advice.

### **(17) Do I have any other rights and obligations?**

Yes. The law will give you other rights and obligations. You should also READ YOUR CONTRACT carefully.



IF YOU HAVE ANY COMPLAINTS ABOUT YOUR CREDIT CONTRACT, OR WANT MORE INFORMATION, CONTACT ANZ. YOU MUST ATTEMPT TO RESOLVE YOUR COMPLAINT WITH ANZ BEFORE CONTACTING ANZ'S EXTERNAL DISPUTE RESOLUTION SCHEME. IF YOU HAVE A COMPLAINT WHICH REMAINS UNRESOLVED AFTER SPEAKING TO ANZ YOU CAN CONTACT ANZ'S EXTERNAL DISPUTE RESOLUTION SCHEME, THE AUSTRALIAN FINANCIAL COMPLAINTS AUTHORITY (AFCA), OR GET LEGAL ADVICE.

AFCA IS A FREE SERVICE ESTABLISHED TO PROVIDE YOU WITH AN INDEPENDENT MECHANISM TO RESOLVE SPECIFIC COMPLAINTS. AFCA CAN BE CONTACTED BY PHONE ON 1800 931 678, BY EMAIL AT [INFO@AFCA.ORG.AU](mailto:INFO@AFCA.ORG.AU) OR BY WRITING TO: AUSTRALIAN FINANCIAL COMPLAINTS AUTHORITY, GPO BOX 3, MELBOURNE 3001.

PLEASE KEEP THIS INFORMATION STATEMENT. YOU MAY WANT SOME INFORMATION FROM IT AT A LATER DATE.





Australia and New Zealand Banking Group Limited (ANZ) ABN 11 005 357 522. Australian Credit Licence Number 234527, Item No. 80037 11.2018 W600879



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