

CHANGES TO COMPLIMENTARY INSURANCES

We are writing to let you know that Allianz Global Assistance are making changes to the ANZ Credit Cards Insurance Features booklet effective from 2 October 2019. You are receiving this notification because you have one of the following products:

- ANZ First Free Days Visa
- ANZ Free Days MasterCard®
- ANZ First Low Interest Visa
- ANZ Low Interest MasterCard®

WHAT IS CHANGING?

A summary of changes to the ANZ Credit Cards Insurance Features booklet is detailed in this booklet. However, we also encourage you to read the new ANZ Credit Cards Insurance Features booklet effective from 2 October 2019 available at anz.com/allianz for details of the changes.

Allianz Global Assistance processes which may impact how eligibility for cover is assessed may change from time to time.

WHAT DOES THIS MEAN FOR ME?

You should review the changes to the ANZ Credit Cards Insurance Features booklet and consider if the cover suits your needs, financial situation and objectives. If the event causing your claim occurs before 2 October 2019, the ANZ Credit Cards Insurance Features Booklet with effective date of 11 April 2018 will contain the eligibility criteria, terms, conditions, limits and exclusions for the relevant claim. If the event causing your

claim occurs on or after 2 October 2019, the ANZ Credit Cards Insurance Features Booklet with effective date of 2 October 2019 will contain the eligibility criteria, terms, conditions, limits and exclusions for the relevant claim¹.

WANT TO FIND OUT MORE?

If you have any questions about the changes to the ANZ Credit Cards Insurance Features booklet please visit anz.com/allianz or call Allianz Global Assistance on 1300 135 271.

If you feel your ANZ credit card account is no longer the most suitable product for you, ANZ has a range of products available.

Thank you for making ANZ your bank. We look forward to continuing to serve you in the future.

Kind regards,

ANZ Credit Cards & Personal Lending Team

Important Information:

Complimentary insurances: AWP Australia Pty Ltd ABN 52 097 227 177 AFSL 245631 (trading as Allianz Global Assistance) under a binder from the insurer, Allianz Australia Insurance Limited ABN 15 000 122 850 AFSL 234708 has issued a Group Policy to Australia and New Zealand Banking Group Limited (ANZ) ABN 11 005 357 522 AFSL and Australian credit licence 234527 which allow eligible ANZ account holders and cardholders to claim under the Group Policy as third party beneficiaries.

If the event causing your claim occurs before 2 October 2019, the ANZ Credit Cards Insurance Features Booklet with effective date of 11 April 2018 will contain the eligibility criteria, terms, conditions, limits and exclusions for the relevant claim. If the event causing your claim occurs on or after 2 October 2019, the ANZ Credit Cards Insurance Features Booklet with effective date of 2 October 2019 at anz.com/allianz will contain the eligibility criteria, terms, conditions, limits and exclusions for the relevant claim and which may be amended from time to time.

ANZ does not guarantee this insurance. Any advice has been prepared without taking into account your objectives, financial situation or needs. You must check whether or not it is appropriate, in light of your own circumstances, to act on this advice.

1. Eligibility criteria, terms, conditions, limits and exclusions for claims may change from time to time. ANZ does not guarantee this insurance.

The below table provides an overview of the changes to the ANZ Credit Cards Insurance Features booklet. All changes are effective 2 October 2019, unless otherwise specified.

Clause/ Section	What is changing?	New Booklet reference
Critical information about your complimentary insurance cover	<p>The contents of the booklet is now set out within the following sections:</p> <ul style="list-style-type: none"> • Important information about the complimentary covers provided • Part A – Eligibility & Activation of Cover • Part B – Period of Cover • Part C – Tables of Benefits • Part D – General Exclusions • Part E – The Covers we provide • Claims • Complaints & Disputes • General Insurance Code of Practice 	<p>Page 5</p> <p>Page 13</p> <p>Page 14</p> <p>Page 15</p> <p>Page 16</p> <p>Page 17</p> <p>Page 20</p> <p>Page 23</p> <p>Page 23</p>
Important information about the complimentary covers provided	<p>The insurance arrangements have been rationalised into one Group Policy providing Purchase Protection Insurance and Extended Warranty Insurance cover. Repetitive content has been deleted to improve the level of disclosure.</p>	<p>Page 5</p>
Privacy	<p>The Privacy notice content has been updated to reflect current legislation and remove duplicated content.</p>	<p>Page 7</p>

Clause/ Section	What is changing?	New Booklet reference
Definitions	All definitions are listed in the one section. Repetitive content has been deleted, certain definitions have been re-written and definitions added to improve clarity and understanding of the terms and conditions of the covers provided.	Page 10-12
Deleted Definition	act of terrorism	
New Definitions	accident/accidental/ accidentally Allianz Allianz Global Assistance ANZ public place sporting equipment unsupervised you, your, yourself	Page 10 Page 10 Page 10 Page 10 Page 11 Page 11 Page 12 Page 12
Change of Definition	The definition of 'primary cardholder' has been replaced with: accountholder means an ANZ customer, being an individual, business entity or company, who has entered into a card account with ANZ and in whose name the card account was opened. The account holder is the individual, business entity or company that has contractual obligations with ANZ under the card account .	Page 10

Clause/ Section	What is changing?	New Booklet reference
	<p>The definition of 'covered breakdown' has been replaced with:</p> <p>covered breakdown means the failure of a covered item to operate for the purpose for which it was designed, as a direct result of a breakdown or defect. This does not include where the breakdown or defect is covered by the terms of the manufacturer's warranty.</p>	Page 11
	<p>The definition of 'goods' has been replaced with:</p> <p>covered item means an item acquired for personal, domestic or household use but excludes:</p> <ul style="list-style-type: none"> • items acquired for the purpose of sale or trade; • animals or plant life; • boats, automobiles, motorboats, motorcycles, airplanes or any other motorised vehicles and their integral parts and installed accessories; • computer software and other non-tangible items; • cash, bullion, negotiable instruments, vouchers, gift cards, securities, trading cards, tickets of any description, travellers cheques or collections such as stamps, coins and cards; 	Page 11

Clause/ Section	What is changing?	New Booklet reference
	<ul style="list-style-type: none"> • consumable or perishable items (including but not limited to food, drink, drugs, cosmetics, fuel or oil); • manuscripts and books of account; • second-hand items including works of art and antiques; • items of contraband; • real estate and movable fixtures or fittings (including but not limited to dishwashers, stoves, ovens and fixed air conditioners) which are or are intended to form part of any residence or real estate. 	
	<p>The definition of 'Australian warranty' has been replaced with:</p> <p>manufacturer's warranty means the manufacturer's written warranty, properly registered with the manufacturer, that is applicable and able to be fulfilled within Australia.</p>	Page 11
	<p>The definition of 'we', 'our', 'us' has been replaced with:</p> <p>we, our, us means Allianz Australia Insurance Limited, ABN 15 000 122 850, AFSL 234708 and its agent AWP Australia Pty Ltd, ABN 52 097 227 177, AFSL 245631 trading as Allianz Global Assistance.</p>	Page 12

Clause/ Section	What is changing?	New Booklet reference
Purchase Protection Insurance	No longer referred to as Purchase Security. See "Part A - Eligibility & activation of cover" for who is eligible for the cover and how cover for your claim is obtained.	Page 13
	See "Part B - Period of Cover" Purchase Protection Insurance for period of cover provided.	Page 14
Extended Warranty Insurance	See "Part A - Eligibility & activation of cover" for who is eligible for the cover and how cover for your claim is obtained.	Page 13
	See "Part B - Period of Cover" Extended Warranty Insurance for period of cover provided.	Page 14
PART C – TABLES OF BENEFITS	Benefit limits and sub-limits have been relocated to the one section.	Page 15
	In the table of benefits for Purchase Protection Insurance the Jewellery, watches and new works of art has been increased to \$3,500 per claim.	Page 15
	In the table of benefits for Purchase Protection Insurance the Maximum total limit of all claims in any twelve (12) consecutive months has increased to \$135,000 per card account.	Page 15

Clause/ Section	What is changing?	New Booklet reference
	In the table of benefits for Extended Warranty Insurance the purchase price charged to the card account has been increased to \$10,000 per covered item.	Page 15
PART D – GENERAL EXCLUSIONS	General exclusions set out what is not covered. Please note you should also read each section of PART E – THE COVERS WE PROVIDE as they contain specific exclusions that also apply.	Page 16 Page 17 - 19
Deleted General Exclusions	The exclusion 'flood;' in the previous Purchase Security and Extended Warranty covers has been deleted.	
	The exclusion 'any act of terrorism;' in the previous Purchase Security cover has been deleted.	
	The exclusion 'consequential loss or damage, punitive damages;' in the previous Purchase Security and Extended Warranty covers has been deleted. Refer to General Exclusion: 1. your claim is for consequential loss of any kind including loss of enjoyment;	Page 16

Clause/ Section	What is changing?	New Booklet reference
	<p>The exclusion 'fraud or abuse;' and 'any event that is intentionally caused by the cardholder or a person acting with the cardholder's consent;' in the previous Purchase Security and Extended Warranty covers has been deleted.</p> <p>Refer to General Exclusion: 2. deliberate acts or illegal or criminal acts by you, or any other person acting with your consent or under your direction;</p>	Page 16
	<p>The exclusion 'war or war-like hostilities;' in the previous Purchase Security and Extended Warranty covers has been deleted.</p> <p>Refer to General Exclusion: 5. any act of war, whether war is declared or not, or from any rebellion, revolution, insurrection or taking of power by the military;</p>	Page 16
	<p>The exclusion 'radioactive contamination;' in the previous Purchase Security and Extended Warranty covers has been deleted.</p> <p>Refer to General Exclusion: 6. a nuclear reaction or contamination from nuclear weapons or radioactivity;</p>	Page 16

Clause/ Section	What is changing?	New Booklet reference
	<p>The exclusion 'non-receipt of the goods;' and "goods whilst being transported under a freight agreement or by postal or courier services;' in the previous Purchase Security cover has been deleted.</p> <p>Refer to Part E – The cover we provide, Purchase Protection Insurance, 'What we exclude':</p> <p>d) the covered items were being sent unaccompanied by you or under a freight contract;</p>	Page 18
	<p>The exclusion 'laundering (including washing, ironing and dry cleaning) whether by professional persons or otherwise;' in the previous Purchase Security cover has been deleted.</p> <p>Refer to Part E – The cover we provide, Purchase Protection Insurance, 'What we exclude':</p> <p>e) the loss or damage arises from any process of cleaning, repair or alteration;</p>	Page 18

Clause/ Section	What is changing?	New Booklet reference
	<p>The exclusion 'normal wear and tear, or damage arising from inherent defect in the goods;' in the previous Purchase Security cover has been deleted.</p> <p>Refer to Part E – The cover we provide, Purchase Protection Insurance, 'What we exclude':</p> <p>f) the loss or damage arises from ordinary wear and tear, deterioration, atmospheric or weather conditions, insects, rodents or vermin;</p> <p>j) the covered items have an electrical or mechanical breakdown.</p>	Page 18
	<p>The exclusion 'disappearance of the goods in circumstances which cannot be explained by the cardholder to our reasonable satisfaction;' in the previous Purchase Security cover has been deleted.</p> <p>Refer to Part E – The cover we provide, Purchase Protection Insurance, 'What we exclude':</p> <p>g) the covered items disappear in circumstances that cannot be explained to our reasonable satisfaction;</p>	Page 18

Clause/ Section	What is changing?	New Booklet reference
	<p>The exclusion 'confiscation by authorities or illegal activities;' in the previous Purchase Security cover has been deleted.</p> <p>Refer to Part E – The cover we provide, Purchase Protection Insurance, 'What we exclude':</p> <p>h) your claim arises from a government authority confiscating, detaining or destroying anything;</p>	Page 18
	<p>The exclusion 'jewellery and watches being carried in baggage unless hand-carried and under either the cardholder's personal supervision or that of their travelling companion;' in the previous Purchase Security cover has been deleted.</p> <p>Refer to Part E – The cover we provide, Purchase Protection Insurance, 'What we cover' and the definition of valuables and 'What we exclude':</p> <p>c) the covered items were valuables that were checked in to be transported in the cargo hold of any aircraft, ship, train, tram or bus (including any loss from the point of check in until collection by you from the baggage carousel or collection area at the end of your flight, voyage or trip)</p>	Page 12
		Page 18

Clause/ Section	What is changing?	New Booklet reference
	<p>The exclusion 'goods being left:</p> <ul style="list-style-type: none"> - unattended in a public place, or - in an unlocked vehicle, or - in an unattended vehicle overnight, or - with a person who steals or deliberately damages the property.' <p>in the previous Purchase Security cover has been deleted.</p> <p>Refer to Part E – The cover we provide, Purchase Protection Insurance, 'What we exclude':</p> <p>b) the covered items were left in a motor vehicle;</p> <p>i) the covered items were left unsupervised in a public place;</p>	<p>Page 18</p>
	<p>The exclusion 'any costs other than parts and/or labour costs resulting from a covered breakdown that is covered under the Australian warranty;' or 'any other obligation and costs other than those that would have been specifically covered under the terms of the Australian warranty;' in the previous Extended Warranty cover has been deleted.</p> <p>Refer to Part E – The cover we provide, Extended Warranty Insurance, 'What we cover' and the definition of covered breakdown.</p>	<p>Page 17</p> <p>Page 11</p>

Clause/ Section	What is changing?	New Booklet reference
New inserted General Exclusions	<p>3. arising from changes in currency rates;</p> <p>4. your failure to take reasonable care;</p> <p>7. biological and/or chemical materials, substances, compounds or the like used directly or indirectly for the purpose of harming or to destroy human life and/or create public fear;</p> <p>8. any payment which would violate any applicable trade or economic sanctions, law or regulation;</p>	Page 16

Clause/ Section	What is changing?	New Booklet reference
Complaints & Disputes	<p>We have replaced references to the Financial Ombudsman Service with references to the new Australian Financial Complaints Authority (AFCA) and have provided contact details for AFCA. As a result, the information under Complaints & Disputes will be updated to read as follows:</p> <p>We are a member of an external dispute resolution scheme which is independent and free to you. We are bound by determinations made by it in accordance with its relevant terms and rules applicable to us.</p> <p>Any complaint or dispute can be lodged with the Australian Financial Complaints Authority: Online: www.afca.org.au Email: info@afca.org.au Phone: 1800 931 678 Mail: Australian Financial Complaints Authority, GPO Box 3, Melbourne Victoria 3001.</p> <p>Please note this change is effective immediately.</p>	Page 23