

IMPORTANT CHANGES TO VISA SINGLE CURRENCY CASH PASSPORT PDS

What has changed in the Suncorp Visa Single Currency Cash Passport™ Product Disclosure Statement (“PDS”)?

Since the date of the current PDS available online and via Suncorp branches, the Visa Single Currency Cash Passport (“Card”) PDS has been updated by the introduction of the “ePayments Code” in lieu of the previous “EFT Code”.

All references to the EFT Code in the existing PDS should now be considered to be replaced by the ePayments Code.

What is the ePayments Code?

The ePayments Code is a voluntary code of practice that applies to virtually all banks, credit unions and building societies, along with a number of non-banking subscribers. It regulates consumer electronic payment transactions, including ATM, EFTPOS and card transactions, online payments, internet and mobile banking, and BPAY.

The issuer of the Card, Heritage Bank Limited ABN 32 087 652 024, AFSL/ACL 240984, is a subscriber to the ePayments Code.

How is the ePayments Code different to the previous EFT Code?

The ePayments Code updates the previous EFT Code and is designed to offer consumers better protection.

Among other things, the new ePayments Code:

- requires subscribers to give consumers clear and unambiguous terms and conditions;
- stipulates how terms and conditions changes (such as fee increases), receipts and statement need to be made;
- sets out the rules for determining who pays for unauthorised transactions; and
- establishes a regime for recovering mistaken internet payments.

Where can I find a copy of the ePayments Code?

A copy of the ePayments Code can be found at the ASIC website:

<http://www.asic.gov.au/asic/asic.nsf/byheadline/ePayments-Code>

What if I have further questions in relation to the ePayments Code?

You can contact the Distributor and/or the Issuer (as defined in the PDS) via the contact details provided in the PDS.