

# CASH PASSPORT™

PREPAID CURRENCY CARD

## DEBIT CARD

PRODUCT DISCLOSURE STATEMENT

SECURE  
CONVENIENT  
RELOADABLE

[www.cashpassport.com.au](http://www.cashpassport.com.au)

Travelex

worldwide  
money

# Table of Contents

<b>About this Product Disclosure Statement</b>	<b>1</b>
<b>What is Cash Passport?</b>	<b>1</b>
<b>Distributor and Issuer of Product</b>	<b>1</b>
<b>Distribution Outlets</b>	<b>1</b>
<b>Significant Features and Benefits of Cash Passport</b>	<b>1</b>
<b>Where to buy Cash Passport and Contact Details</b>	<b>2</b>
<b>Significant Risks associated with Cash Passport</b>	<b>2</b>
<b>Fees and Limits</b>	<b>3</b>
<b>Card fees</b>	<b>3</b>
<b>Card limits</b>	<b>4</b>
<b>Other Important Information</b>	<b>4</b>
<b>Queries</b>	<b>4</b>
<b>Complaints</b>	<b>5</b>
<b>Terms and Conditions</b>	<b>6</b>
1. Understanding these Terms and Conditions	6
2. Introduction	7
3. Issuing of Cards	7
4. Activation and Expiry	7
5. Use of the Card	7
6. Card Limits	8
7. Additional Cards	8
8. Cash Passport Fund	8
9. Fees	9
10. Foreign Currency Transactions	9
11. Closing the Cash Passport Fund	10
12. Global Emergency Assistance	10
13. Card Security	10
14. Loss, Theft and Misuse of Cards	11
15. Liability for Unauthorised Transactions	11
16. Replacement Cards	12
17. Ending of the Agreement	12
18. Changing the Terms and Conditions	12
19. Your Personal Information (Important Information about your Privacy)	12
20. Our Liability	13
21. Communications	14
22. Third Parties	14
23. Governing Law	15
<b>Global Emergency Assistance</b>	<b>15</b>
<b>Lost or Stolen Card Assistance</b>	<b>15</b>
<b>Updates relating to this PDS</b>	<b>16</b>

## About this Product Disclosure Statement

This Product Disclosure Statement ("PDS") has been prepared by Heritage Building Society Limited ABN 32 087 652 024 ("Issuer") and is a legal document containing important information in respect to, and terms and conditions applicable to, the Cash Passport Card.

The information in the PDS will assist you to:

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

Please read this PDS carefully before purchasing this product, then keep it for future reference. This PDS is dated 15 February 2010.

Some important terms used in this PDS are defined in the Terms and Conditions\*.

### What is Cash Passport?

This PDS relates to the Cash Passport Card ("Cash Passport"), which is a prepaid travel card that allows you to obtain local currency from over 1 million Visa ATMs around the world and also to pay directly for goods and services at millions of shops, restaurants, hotels and other locations that accept Visa worldwide.

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

This PDS does not relate to the Cash Passport product enabled for use only at ATMs. That product is issued by Interpayment Services Limited, a company incorporated in England and Wales. This PDS only relates to the Cash Passport product enabled for use at both Visa ATMs and Visa merchants.

### Distributor and Issuer of Product

Distributor – Travelex

Travelex distributes the product and supplies the processing services for the card, including services and systems necessary to issue and process all transactions on the card. In particular, Travelex is responsible for card design, production, customer data, transaction processing and customer service. Travelex holds an Australian Financial Services licence (no. 222444) authorising it to deal in certain classes of financial products including Cash Passport.

Issuer

The Issuer is an authorised deposit-taking institution holding an authority to carry on banking business in Australia, and issues the card under an arrangement between it and Travelex Limited ABN 36 004 179 953 ("Travelex").

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

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

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

### Distribution Outlets

The Distribution Outlets through which the product can be applied for and purchased are Travelex's agents. **All Distribution Outlets are agents of Travelex, not of the Issuer, and are either:**

- authorised representatives of Travelex; or
- holders of their own Australian Financial Services licence.

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

### Significant Features and Benefits of Cash Passport

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

#### Convenience

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

\*See condition 1.1 of the Terms and Conditions.

With a Cash Passport you do not need to worry about local bank opening hours or lengthy queues. Cash Passport also gives you access to [www.cashpassport.com.au](http://www.cashpassport.com.au) – a website that lets you conveniently access your card information at any time, including your card balance and transaction history. Paper statements will be sent to customers every 6 months and are also available upon request although we reserve the right to impose a fee. There will be no charge for electronic statements through [www.cashpassport.com.au](http://www.cashpassport.com.au)

You can also use the site to locate the nearest Visa ATM and even change your PIN.

### **Safety and Security**

Cash Passport is PIN (Personal Identification Number) protected\* and has a signature panel on the reverse. If your Cash Passport is lost or stolen, you have forgotten your PIN, or you require information about its usage, you can call our 24 hour helpline for immediate assistance. The phone numbers to call are listed at the back of this brochure.

#### Additional Card

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

#### Easy to Budget

Cash Passport is available in 5 currencies: AU\$, GB£, US\$, EUE, and NZ\$. By purchasing a Foreign Currency Cash Passport and using it in the country or region of the card currency, you can lock in your exchange rate and know that the foreign amount you have loaded is the amount you have to spend. As Cash Passport is prepaid, you know exactly how much you are spending when you are away from home. If you want to use it again, you can load more funds onto it for your next trip. Or, if you have money left on your card at the end of your travels, you can obtain a refund of the remaining balance.

#### Reloadable

Cash Passport can be reloaded as many times as you want during the life of the card, so you can keep your card for the next time you travel. Or if you are travelling and running short of money, you can have additional funds loaded onto your card by someone back home. Cash Passport can be reloaded at any Distribution outlet or from anywhere in the world using BPAY® (via phone or internet banking) or SMS Reload.

For BPAY® reloads:

Billers code: 50179

Reference no: Your 16 digit Card number

**BPAY® reloads will generally take 2 business days to be processed however may take longer if the payment is made after 5pm Australian Eastern Standard Time.**

For SMS Reload:

An application form (which includes a Direct Debit authority) can be found at [www.cashpassport.com.au/reload.html](http://www.cashpassport.com.au/reload.html). Separate terms and conditions apply to SMS Reload. These are attached to the application form.

**SMS Reloads will generally take 2 business days to be processed however may take longer if the payment is made after 5pm Australian Eastern Standard Time.**

### **Where to buy Cash Passport and Contact Details**

Cash Passport is distributed by Travelex through its distribution network, which includes:

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

If you have any questions or need more information, please contact Travelex Card Services on 1300 727 113, or visit your nearest Travelex Foreign Exchange store or refer to the website [www.cashpassport.com.au](http://www.cashpassport.com.au). If your card is lost or stolen, or you require emergency assistance, please call the appropriate toll free number contained at the back of this PDS.

For general enquiries concerning Cash Passport, you can contact Travelex by post at the following address: Travelex Limited, PO Box 68, Flinders Lane, Melbourne, Victoria 8009 or contact Travelex by phone on 1800 036 739.

### **Significant Risks associated with Cash Passport**

It is important to safeguard your card, card account details, PIN and any other passwords, equipment or software required for your operation of the Cash Passport card. If you do not, then you may be liable for unauthorised transactions and other amounts as explained further in the Terms and Conditions. You may also have other liabilities, and our liability may be limited, as described in the Terms and Conditions. There is a risk of unauthorised or mistaken transactions

\* Note that ATM withdrawals require a PIN however when purchasing goods and services the cardholder's signature is required as authorisation.

being made through Cash Passport. In certain circumstances, the Issuer's liability in respect of unauthorised or mistaken transactions is limited, meaning that you may still be liable for the transaction.

In some circumstances the Issuer may not be liable for losses caused by equipment or system failure (including consequential losses), meaning that you may still be liable for the transaction and consequential losses. The amount that may be withdrawn using Cash Passport card may be limited by the ATM provider or merchant. In some cases, the way in which an EFTPOS transaction is processed will depend on the functionality of the equipment used.

## Fees and Limits

The following fees and limits apply.

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

Card Fees	Denomination of Cash Passport Fund				
	GB£	US\$	EU€	AU\$	NZ\$
Initial card fee & in-store reload fee <ul style="list-style-type: none"> <li>Charged at the time of purchase/in-store reload</li> <li>This fee is set and charged by the agent (Distribution Outlet) from which you purchased the Card</li> </ul>	This fee varies from agent to agent from 1 to 1.1% of the initial load/reload amount. Some agents set a minimum fee of \$15. For example, for an agent charging a 1.1% initial card fee, if you purchase a Cash Passport card with \$1,000 you would be charged \$11 (\$1,000 x 1.1%), unless a minimum fee of \$15 applies.				
BPAY® reload fee <ul style="list-style-type: none"> <li>This fee is set and charged by Travelex but returned to the agent</li> </ul>	1% of the reload amount. For example, a reload of \$500 attracts a fee of 1% (\$5) which will be deducted from your reload. The net amount of your reload will be \$495.				
Replacement card fee (Lost or Stolen cards)	FREE				
SMS Reload fee	A fee of 1.1% of the reload amount applies. For example if you ask for a reload of A\$500 (i.e. you SMS "Reload 500") this attracts a fee of 1.1% of the reload amount. Your bank account will be debited with an amount of A\$500 [(reload amount) + (1.1% of reload amount) = \$500]. Travelex will reload your Card with the equivalent of A\$494.56 [500/1.011].  This amount will be converted into the currency of your Card by Travelex. The foreign exchange rate used for SMS Reloads is set and determined by Travelex and varies each day. Please note that you will be responsible for your own telecommunications costs.				
ATM withdrawal fees* <ul style="list-style-type: none"> <li>Charged at the time of withdrawal</li> <li>This fee is set and charged by Travelex</li> </ul>	Depending on the currency of your Card:				
	£1.50	US\$ 2.25	€2.20	AU\$ 3.75	NZ\$ 4.00
Unintended use fee for AU\$ Cards (in addition to ATM withdrawal fee)***	2.95%				
EFTPOS Transaction Fee	FREE				
Monthly inactivity fee <ul style="list-style-type: none"> <li>Charged at the beginning of each month if you have not initiated any financial transactions on the Card for the previous 12 months or more. Unless the Card is used again, this fee applies each month until the card is closed</li> </ul>	£1.50 per month	US\$ 2.00 per month	€2.00 per month	AU\$ 4.00 per month	NZ\$ 4.80 per month

Over the Counter Cash  
Back Fee

Depending on the currency of your Card:

- Charged when you obtain cash over the counter

£0.00

US\$  
8.25

€6.00

AU\$  
10.00

NZ\$  
12.00

Balance Enquiries via ATM  
or IVR\*

FREE

Cash Passport Closure Fee

- Charged when you close the Cash Passport Fund
- This fee is set and charged by Travelex

This fee varies from agent to agent however can be up to AU\$10.00\*\*

Government charges  
and duties

The amount of the charge or duty

\*However some ATM operators may charge an additional fee and set their own withdrawal limits

\*\*See condition 10.5 of the Terms and Conditions

\*\*\*See condition 9.4 of the Terms and Conditions

**Important information about foreign transactions**

A foreign exchange margin applies if the card is used for purchases or withdrawals in any currency other than the currency of the Card. The applicable margin is 5.95% for a card loaded with AU\$ and 8.45% for a foreign currency card.

### Example of Foreign Exchange Margin for an AU\$ card

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

Card Limits	Denomination of Cash Passport Debit card				
	GB£	US\$	EU€	AU\$	NZ\$
Minimum amount that can be loaded on to the Card	£40	US\$ 80	€60	AU\$ 100	NZ\$ 120
Maximum BPAY® reload amount per day	£4,000	US\$ 8,000	€6,000	AU\$ 10,000	NZ\$ 10,000
Maximum SMS Reload amount per day	AU\$1000 (or equivalent)				
Minimum SMS Reload amount per transaction	AU\$20 (or equivalent)				
Maximum amount that can be loaded on the Card at any one time	£10,000	US\$ 20,000	€15,000	AU\$ 25,000	NZ\$ 30,000
Maximum Turnover limit – Maximum total amount you may load onto prepaid cards during any 12 month period	£18,000	US\$ 30,000	€25,500	AU\$ 45,000	NZ\$ 51,000
ATM limit - maximum that can be withdrawn from ATMs during any 24 hour period*	£600	US\$ 1,000	€800	AU\$ 1,400	NZ\$ 1,600
Merchant cash back limit – Maximum that can be withdrawn in cash at a merchant point of sale terminal during any 24 hour period	£150	US\$ 250	€200	AU\$ 350	NZ\$ 400
Over-the-counter cash back limit – Maximum that can be withdrawn in cash at a bank or financial institution counter during any 24 hour period	£2,000	US\$ 250	€200	AU\$ 350	NZ\$ 400
EFTPOS limit Maximum value of EFTPOS transactions during any 24 hour period	£3,000	US\$ 5,000	€4,000	AU\$ 7,000	NZ\$ 8,000

\*Some ATM machines may set their own withdrawal limits

### Other Important Information

Please read the following information about your Cash Passport carefully:

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

## Queries and Complaints

### Queries

You should initially address any query relating to Cash Passport to Travelex by calling the appropriate phone number listed on the back of this PDS.

In no circumstances should you direct any queries to Visa.

### Complaints

If you have a complaint relating to financial services provided by Travelex, you may access Travelex's internal dispute resolution procedure by:

- phone – call the appropriate phone number on the back of this PDS
- mail – write to Travelex Limited, PO Box 68, Flinders Lane, Melbourne, Victoria 8009 Attention Cash Passport Disputes Resolution
- email – write to [dispute@travelex.com.au](mailto:dispute@travelex.com.au) If you are dissatisfied with the resolution of a complaint you lodge with Travelex, you may be able to refer your complaint to: Financial Ombudsman Service (FOS)  
GPO Box 3  
Melbourne Vic 3001  
Ph: 1300 78 08 08  
Fax: 03 9613 6399  
Website: [www.fos.org.au](http://www.fos.org.au)  
Email: [info@fos.org.au](mailto:info@fos.org.au)

If Travelex does not satisfactorily address a complaint, please contact the Issuer by:

- phone – call 13 14 22 (from within Australia) or +61 7 4694 9000 (from outside Australia)
- mail – write to Heritage Building Society Limited, PO Box 190, Toowoomba, Qld, 4350, Australia
- fax – write to fax number 07 4694 9780 (from within Australia) or +61 7 4694 9780 (from outside Australia).

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

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

The Issuer's external dispute resolution service is:  
Financial Co-operative Dispute Resolution Scheme  
PO Box 372, Clayfield Qld 4011  
Toll free number: 1300 139 220. Fax: 1300 139 221

## Terms and Conditions

### 1 Understanding these Terms and Conditions:

1.1 In these Terms and Conditions:

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

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

**ATM** means an automated teller machine.

**AUS\$** means the lawful currency of Australia.

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

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

**Card Services** means any services provided by the Issuer or Travelex (or by service providers on Heritage's or Travelex's behalf) in connection with the Card or an Additional Card. It includes Travelex's interactive voice response system (available in English) and call centre accessible using

the Security Details, available 24 hours a day on the telephone number or numbers provided from time to time.

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

**Distribution Outlet** means any Travelex branch, travel agent or other organisation from which you purchased the Card which participates in the Cash Passport programme.

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

**EFTPOS** means Electronic Funds Transfer at Point of Sale.

**EU€ and €** mean the lawful currency of Eurozone.

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

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

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

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

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

**Negative Balance** occurs in certain circumstances when your account is overdrawn. (For certain EFTPOS transactions merchants are allowed to process low value transactions without authorising the transaction through Visa. For example if you had \$30 remaining on your card but made a \$50 transaction at a merchant who didn't authorise the transaction, you would have a \$20 Negative Balance. You are liable for any Negative Balance).

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

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

**PIN** means the personal identification number used to access some of the Card Services.

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

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

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

**Travelex** means Travelex Limited ABN 36 004 179 953.

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

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

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

**you, your** means the purchaser of the Card.

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

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

## 2 Introduction

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

- 2.2 You agree to these Terms and Conditions by signing the back of a Card, using a Card, authorising an Additional Card to be issued, Activating a Card or any Additional Card (but these are not the only ways that you can be taken to have agreed to be bound by these Terms and Conditions).
- 2.3 The Issuer is a subscriber to the EFT Code and warrants that, for as long as it remains a subscriber to the EFT Code, it will comply with the EFT Code in its dealings with you relating to the Card and the Cash Passport Fund.
- 2.4 You acknowledge and agree to the disclosures and other information contained in the Product Disclosure Statement in which these Terms and Conditions are printed. Those disclosures and information form part of the agreement between you and the Issuer except to the extent that these Terms and Conditions provide otherwise or qualify the disclosures and information.

### **3 Issuing of Cards**

- 3.1 You should memorise the PIN to prevent unauthorised use of the Card. We recommend that you change the PIN to a number you can easily remember. You must also follow the rules on Card security (See condition 13).
- 3.2 The Card (and any Additional Card) is the Issuer's property. The Issuer may suspend use of the Card (and any Additional Card) and/or ask that you return the Card (and any Additional Card) if the Issuer believes there is a good reason to do so (See condition 17.2). You must ensure that the Card (and any Additional Card) is promptly returned to the Issuer if it asks you to do so.
- 3.3 The Card is not a credit card and all use is limited to the amount pre-loaded and standing to the credit of the Cash Passport Fund and any other limits referred to in these Terms and Conditions.
- 3.4 There is no interest payable to you on the credit balance of the Cash Passport Fund.
- 3.5 Amounts can be added to the Cash Passport Fund only as specifically provided in these Terms and Conditions. The Cash Passport Fund is not a facility by which the Issuer takes other deposits from you.
- 3.6 The Cash Passport Fund does not amount to a deposit with the Issuer and the amount standing to the credit of the Cash Passport Fund does not count as an amount or deposit for any purpose.

### **4 Activation and Expiry**

- 4.1 The Card and any Additional Card is Activated and ready to use within the period notified by the Distribution Outlet.
- 4.2 The expiry date is printed on the front of the Card. Any Additional Card will also expire on the same day as the Card.
- 4.3 The Card cannot be used after it has expired. However, you will still be able to obtain a refund of the Cash Passport Fund balance, less any applicable fees. (see condition 11).

### **5 Use of the Card**

- 5.1 The Card (and any Additional Card) may, subject to any applicable fee, be used to withdraw cash from a Visa ATM and/or to pay for goods and services at retailers or merchants who accept Visa cards electronically. However, the Card (or any Additional Card) may not be used for accessing or purchasing goods from adult or gambling internet sites and must not be used for any unlawful activity.
- 5.2 You may also be able to obtain cash back at some retailers when making a purchase and cash advances through a financial institution, subject to a fee.
- 5.3 When a Card (or Additional Card) is used to purchase fuel at an automated fuel pump the Cash Passport Fund must have a minimum credit of AU\$22, NZ\$32, £10, €20 and US\$20 on a Foreign Currency Card. In addition, to make a telephone call there must be a minimum of AU\$11, NZ\$24, £8, €15 and US\$15 on a Foreign Currency Card. If you spend less than these minimum amounts it may take up to 7 days from the date of your transaction before any unused balance is available.
- 5.4 When a Card (or Additional Card) is used at bars or restaurants an additional percentage (usually, but not necessarily, 20%) may be automatically added as an anticipated service charge or tip and debited to the Cash Passport Fund. If your actual service charge or tip is less, it may take up to 7 days from the date of the transaction before the difference is available.
- 5.5 Certain businesses may not accept the Card (or Additional Card) as a means of pre-authorising expenditure. If the Card (or Additional Card) is used for this purpose, some businesses (such as hotels, cruise lines and car rental companies) may pre-authorise the estimated amount of the final bill and this amount will temporarily be unavailable. Only the actual amount of the final bill will be deducted from the Cash Passport Fund, although it may take up to 7 days to cancel the preauthorised amount.

# CASH PASSPORT™

## PREPAID CURRENCY CARD

### Next steps

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

## Complete this form in BLOCK LETTERS

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

Please indicate if this order is for:

- Reloadable new card  
 Reload of an existing card

### Card user details

Title:  Mr  Mrs  Miss  Ms

First Name

---

Surname

---

Street Address

---

Town/Suburb

---

State and Postcode

---

Home Telephone Number

---

Mobile Telephone Number

---

Date of Birth

---

Mother's Maiden Name

---

Signature

---

Date

---

I hereby confirm that I have read and understand the attached Terms and Conditions.

#### Privacy Statement

Your Personal Information (important information about your privacy) By purchasing the Card you consent to Travelex (the Issuer) collecting, using and disclosing your Personal Information (including your name, address, telephone number, email address, date of birth, gender, occupation, and any other information you provide) for the purposes of providing you with the Card facility available to you and you should not purchase the Card. You must notify us immediately of any changes to your Personal Information by contacting Travelex Card Services. You should also contact Travelex Card Services if you have received a Card that has been sent in accordance with the contact details you have provided to us. You may be required to provide additional funds to the Card. Travelex and the Issuer will take all reasonable precautions to keep your Personal Information secure. Travelex or the Issuer may also disclose Personal Information to collection agencies and lawyers in the event of a default on the Card. If you are fully applying for Cash Passport, you are consenting to Travelex using your personal information to notify you of our services and to receive further notifications by emailing us at [unsubscribe@travelex.com.au](mailto:unsubscribe@travelex.com.au), by mail at Level 12, 1 Margaret Street, Sydney, NSW 2000. All service providers are required to have adequate safeguards in place to protect your Personal Information. We will delete any incorrect information or correct any errors in any of your Personal Information that come to our notice. To help Travelex and the Issuer maintain and to improve their level of service, all telephone calls may be recorded at the discretion of Travelex and the Issuer.

## Agent Information

Photo ID verified by agent

ID Type

---

ID Number

---

Agent Code

---

Agent Name

---

Street Address

---

Town/Suburb

---

State and Postcode

---

Consultant Name

---

Contact Phone

---

### Card details

US\$    GB£    EU€    NZ\$    AU\$

Amount available on card (AU\$)

Plus agent commission (AU\$)

Total AU\$ amount received

### Card serial numbers

Agent to complete

**a** if you are issuing a card from stock, or

**b** if you are reloading an existing card

             

the Issuer and the Distribution Outlet, 'we, us, our' (ie Travelex branch, travel agent or other organisation from which Personal Information under these Terms and Conditions. If you do not agree to our doing so then we cannot make nge to your address and other contact details by accessing My Account (via [www.cashpassportcard.com.au](http://www.cashpassportcard.com.au)) and d Services if you change your name. We will not be responsible if you do not receive any notice or correspondence le information to Travelex, the Issuer, or the Distribution Outlet (including evidence of identity) when purchasing the Personal Information secure and protect it under its privacy policy. Your Personal Information may be disclosed by se Terms and Conditions and for anti-money laundering, detection of crime, legal compliance and fraud prevention vent that we seek to recover any money that you owe under these Terms and Conditions. In addition, by success- r related products, promotions and customer surveys that we may conduct from time to time. You can elect to not Sydney NSW 2000 or by telephone 1800 036 739. Your Personal Information will be processed outside Australia e will continue to keep such of your Personal Information that is necessary after the expiry of the Card or closure of o supply you with any Personal Information that we hold about you. You must submit your request in writing. We will aid us in the provision of the services provided under these Terms and Conditions, in the interests of security, and nd/or monitored.

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- 5.6 When a Card (or Additional Card) is used to purchase goods by mail order or online an additional 10% may be automatically added as an anticipated delivery charge. If the actual delivery charge is less, it may take up to 7 business days from the date of the transaction before the difference is available.
- 5.7 The Cash Passport Fund will be debited with the amount of each cash withdrawal or transaction and any fee and these debits will reduce the credit held in the Cash Passport Fund. Each transaction will require authorisation or validation before completion.
- 5.8 Although the Visa logo may be displayed in some countries the Card may not operate there (due to restrictions of Visa). The Distribution Outlet or Card Services may be able to confirm current availability.
- 5.9 If there are insufficient funds in the Cash Passport Fund to pay for a transaction the Card (or Additional Card) may be declined or the retailer may allow you to pay the balance by some other means.
- 5.10 You agree to accept a credit to the Cash Passport Fund if you are entitled to a refund or other credit for any reason for goods or services purchased using the Card (or Additional Card).
- 5.11 A transaction or payment cannot be stopped once you authorise the use of the Card (or Additional Card).
- 5.12 The ATMs and point of sale terminals are not owned or operated by the Issuer or Travelex and the Issuer and Travelex are not responsible for ensuring that they will accept the Card or any Additional Card.
- 5.13 You must comply with all laws and regulations (including any foreign exchange controls) in respect of the Card (or any Additional Card) in the country of purchase and/or use.

## **6 Card Limits**

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

## **7 Additional Cards**

- 7.1 One Additional Card will be provided to you free of charge by the Distribution Outlet at the time you purchase the Card.
- 7.2 The Additional Card is used in the same way as the main Card but cannot be used to make credits to the Cash Passport Fund.
- 7.3 You can de-activate an Additional Card at any time through the Distribution Outlet or Card Services.
- 7.4 You will be responsible for any transactions made with any Additional Card and for ensuring that an Additional Card is used in accordance with these Terms and Conditions.

## **8 Cash Passport Fund**

- 8.1 Until the expiry of the Card you can add additional funds to the credit of the Cash Passport Fund through the Distribution Outlet (who will advise you of the acceptable methods of payment or through BPAY®, or through SMS Reload, subject to certain limits and subject to a fee (refer to the fees and limits table). There may be a delay (usually no more than 2 business days if the payment is made after 5pm Australian Eastern Standard Time) before funds added to the Cash Passport Fund via BPAY® are available. You will be able to access the Cash Passport Fund through Card Services or My Account to:
  - (a) change some of your personal details;
  - (b) check the balance;
  - (c) check the last 5 transactions through Card Services or all transactions from My Account.
- 8.2 You can change the PIN through My Account.
- 8.3 You may also be able to make a balance enquiry at some ATMs although availability is dependent on the country and the ATM used. There may be a fee payable (to the ATM operator) for balance enquiries.
- 8.4 If an ATM displays a balance for the Cash Passport Fund in a currency other than the Card currency, the exchange rate applied may be different to ours and minor discrepancies can arise. An accurate balance can be obtained through Card Services or through My Account.
- 8.5 Information sent over the internet may not be completely secure and the internet and the on-line systems are not controlled or owned by the Issuer or Travelex so neither the Issuer nor Travelex can guarantee that they will function at all times and the Issuer and Travelex accept no liability for unavailability or interruption or for the interception or loss of Personal Information or other data.

- 8.6 Statements will be issued to you periodically at 6 monthly intervals. You can ask Card Services for a paper statement to be posted to you outside the normal statement cycle although there may be a fee for this. You should carefully check all statements for any discrepancies and notify Card Services immediately if you believe there is any discrepancy in any statement.
- 8.7 The Cash Passport Fund can only be used if it is in credit. If it becomes overdrawn, and a Negative Balance arises, following any transaction authorised by you, the resulting debit balance immediately becomes a debt payable by you to the Issuer. A fee may also be payable if the Cash Passport Fund becomes overdrawn. If the Cash Passport Fund does become overdrawn, every attempt should be made to stop subsequent occasions. A fee may be applicable.
- 8.8 If we notice an error in the Cash Passport Fund that is our fault we will correct it within 5 business days of becoming aware of the error.
- 8.9 If you notice any error in any transaction in the Cash Passport Fund then you must notify Card Services immediately and in any event within 30 business days of the transaction in question. Card Services or the Issuer may request you to provide additional written information concerning any error and you must comply with that request.
- 8.10 Provided that you have complied with all reasonable requests for information we will correct the error if it is our or any of our service providers' fault. If we decide it is not our fault we will notify you in writing or by email as soon as this decision is made. Where we are required to do so, we normally re-credit the Cash Passport Fund within 10 business days, although there may be a delay whilst investigations are completed.

## **9 Fees**

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

## **10 Foreign Currency Transactions**

- 10.1 There are five instances where a foreign exchange rate will apply: i) initial load or in-branch reload of a Foreign Currency Card; ii) BPAY® or SMS Reloads of a Foreign Currency Card; iii) Point of sale transactions where the transaction is in a different currency to the currency of the Card; iv) ATM withdrawals where the local currency is different from the currency of the Card; and v) where you close a Foreign Currency Card. The method for calculating the foreign exchange rate for each scenario is as set out below.
- 10.2 The foreign exchange rate used for initial loads and in-branch reloads of Foreign Currency Cards is determined by the Distribution Outlet. You can ask the Distribution Outlet for the exchange rate beforehand. Foreign exchange rates are subject to variation and the rate that applies one day will not necessarily be the same on any other day.
- 10.3 The foreign exchange rate used for BPAY® reloads and SMS Reloads is set and determined by us and varies each day.
- 10.4 If an ATM withdrawal or a point of sale transaction is made in a currency other than that loaded onto the Card, the amount will be converted into the currency of the Card. The foreign exchange rate used is the rate determined by VISA to be the wholesale market rate or the government mandated rate in effect on the day the transaction is processed by VISA (the "Rate"), plus a currency conversion margin of 5.95% for a Card loaded with AU\$, and 8.45% for a Foreign Currency Card. For example if you use a Card loaded with US\$ in France, the Rate applies as well as a currency conversion margin of 8.45%. If a Card loaded with US\$ is used in the United States, only the Rate applies with no currency conversion margin.
- 10.5 The foreign exchange rate used for closing a Foreign Currency Card is set and determined by us and varies each day. If you wish to confirm the foreign exchange rates before you close your Card you can call us on 1800 036 739. Suppose you have a US\$ denominated Card with US\$100 and you want to close your account and refund the card into AU\$. If the Travelex rate of the day was US\$1.00 = AU\$1.082, you would receive AU\$108.28 less a Cash Passport Closure Fee (which varies from agent to agent but may be up to AU\$10.00).

## **11 Closing the Cash Passport Fund**

- 11.1 The Cash Passport Fund continues until you ask to close it or it is closed by us in accordance with these terms and conditions (whichever is the earlier), even if the Card has expired.
- 11.2 At any time before the Card has expired, you may be able to arrange through the Distribution Outlet for payment in Australian dollars of any credit balance remaining in the Cash Passport Fund, less any applicable fee (refer to the fees and limits table). Depending on which Travelex store or distribution outlet you attend in order to close your Cash Passport Fund, the relevant amount will either be paid to you in cash or deposited into your nominated bank account (at our sole discretion). If you experience any difficulty in obtaining this balance through the Distribution Outlet or if the Card has expired then contact Card Services. The credit balance available to you will not include uncanceled pre-authorized or 'held' amounts (see condition 5), although these sums will be made available to you once the pre-authorization has been cancelled or the 'held' amounts released and the relevant amounts re-credited to the Cash Passport Fund.
- 11.3 Once the Cash Passport Fund is closed, you must destroy the Card and any Additional Card by cutting it (or them) in half diagonally and disposing of it (or them) securely.

## **12 Global Emergency Assistance**

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

## **13 Card Security**

- 13.1 You must make sure that you keep the Card, any Additional Card, the Security Details and any PINs safe and secure by:
- (a) never allowing anyone else to use the Card or anyone else to use the Additional Card;
  - (b) not interfering with any magnetic stripe or integrated circuit on the Card or any Additional Card;
  - (c) not giving the Card or Additional Card number to any unauthorised person;
  - (d) not writing the PINs on the Card or any Additional Card;
  - (e) not carrying the PINs with the Card or any Additional Card;
  - (f) not recording any PINs where it may be accessed by other people;
  - (g) not giving PINs to anyone else (including the police and/or Card Services personnel or the Distribution Outlet's employees);
  - (h) not giving the Additional Card PIN to any person;
  - (i) not giving any Security Details to any unauthorised person;
  - (j) complying with any instructions we give about keeping the Card, any Additional Card and any Security Details safe and secure;
- 13.2 The Card will be disabled if an incorrect PIN is entered three times. If the Card is disabled, please contact Card Services to reactivate the Card. There may be a delay (usually 24 hours) in reactivating a disabled Card.

## **14 Loss, Theft and Misuse of Cards**

- 14.1 If you know or have reason to suspect that the Card (or any Additional Card) is lost or stolen

or (12) damaged, likely to be misused or you have reason to suspect that someone else may know the PIN or Security Details, you must stop using the Card and any Additional Card and immediately notify the Distribution Outlet at which you applied for the Card in person or contact Card Services. We will then suspend the Cash Passport Fund to restrict further use.

- 14.2 You may be required to confirm details of the loss, theft or misuse in writing (and to provide particular information in the confirmation) and you must comply with that request.
- 14.3 You must assist us and the police in any enquiries and attempts to recover a lost or stolen Card or Additional Card.
- 14.4 If any lost Card or Additional Card is subsequently found it must not be used unless Card Services confirm it may be used.

## **15 Liability for Unauthorised Transactions**

- 15.1 For as long as the Issuer remains a subscriber to the EFT Code, your liability for losses arising from Unauthorised Transactions will be determined under the EFT Code.
- 15.2 You will not be liable for losses resulting from Unauthorised Transactions where it is clear that you have not contributed to the loss.
- 15.3 You will not be liable for losses resulting from Unauthorised Transactions that are caused by the fraudulent or negligent conduct of:
  - (a) our staff or agents;
  - (b) companies involved in networking arrangements; or
  - (c) merchants who are linked to the electronic funds transfer system or of their agents or employees.
- 15.4 You will not be liable when Unauthorised Transactions:
  - (a) happen with a Card or Additional Card after notification to us that the Card or Additional Card has been misused, lost or stolen or that the security of the relevant PIN has been breached;
  - (b) happen before you receive the Cards and PINs;
  - (c) are made with forged, faulty, expired or cancelled cards or numbers (as applicable); or
  - (d) are the result of the same transaction being incorrectly debited more than once to the same Cash Passport Fund.
- 15.5 You will be liable for losses resulting from Unauthorised Transactions where we can prove on the balance of probability that you have contributed to the losses through:
  - (a) fraud;
  - (b) voluntarily disclosing the relevant PIN to anyone, including a family member or friend;
  - (c) writing the relevant PIN, or a disguised record of it, on a Card or Additional Card;
  - (d) keeping a record of the relevant PIN without making a reasonable attempt to disguise it or to prevent unauthorised access to it, in a way that it could be lost or stolen with a Card or Additional Card;
  - (e) if you are allowed to select or change a PIN – selecting a PIN which represents your birth date, or an alphabetical code which is a recognisable part of your name, after we or our agents have asked you not to select such a PIN and told you of the consequences of doing so; or
  - (f) acting with extreme carelessness in failing to protect the security of the relevant PIN.
- 15.6 You will be liable for losses resulting from Unauthorised Transactions where we can prove on the balance of probability that you have contributed to the losses through unreasonably delaying notification of the misuse, loss or theft of a Card (or Additional Card) or that the security of the relevant PIN has been breached. However, your liability in this case is limited to losses occurring between the time that you became aware (or should reasonably have become aware) of the misuse, loss, theft or security breach and when we were actually notified and will not be any higher than that portion of the losses incurred:
  - (a) on any one day, which exceed any daily transaction limit applicable to the Card (or Additional Card, as applicable); or
  - (b) exceeding the balance of the Cash Passport Fund available for transactions using the Card (or Additional Card).
- 15.7 You will be liable for losses resulting from other Unauthorised Transactions not described above, but if a PIN was required to perform an Unauthorised Transaction not described above, your liability is limited to the least of:
  - (a) AU\$150;
  - (b) the balance of the Cash Passport Fund available for transactions using the Card (or Additional Card); or

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

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

## **16 Replacement Cards**

- 16.1 If the Card (or any Additional Card) is lost, stolen or damaged, you can request a replacement by attending in person at the Distribution Outlet. Prior to the issue of a replacement you may be asked to produce proof of identification. Replacement cards are sent to you at your nominated address by standard post.
- 16.2 If you are abroad you may contact Card Services who may arrange for funds to be made available from various world-wide outlets or send funds direct to you in place of a replacement Card.

## **17 Ending of the Agreement**

- 17.1 You may end this Agreement at any time by writing to, or emailing, Card Services and the Cash Passport Fund will subsequently be closed (see condition 11).
- 17.2 The Issuer may ask for the return of the Card or any Additional Card, cancel or suspend their use and/or end this Agreement if:
- (a) the Issuer thinks the Card or any Additional Card has been or is likely to be misused;
  - (b) you breach any of these Terms and Conditions;
  - (c) the Issuer suspects any illegal use of the Card or any Additional Card;
  - (d) you gave the Issuer, Travelex or the Distribution Outlet false, inaccurate or incomplete information when you applied for the Card.
- 17.3 The Issuer may end this Agreement for any other reason, or without assigning a reason, by giving you at least 30 days' notice.
- 17.4 If the Cash Passport Fund is closed, we will refund any credit in the Cash Passport Fund (less any fees, see condition 11 for more information).

## **18 Changing the Terms and Conditions**

- 18.1 We may change these Terms and Conditions (including bringing in new terms, changes in the fees or limits and the services we offer) at our discretion by giving you at least 20 days notice (see condition 21 for details of how we will communicate with you).
- 18.2 We may change these Terms and Conditions without notice in order to enable us to comply with any laws, legal obligations and Anti Money laundering policies.
- 18.3 We may also change these Terms and Conditions without notice in order to make a change necessitated by an immediate need to restore or maintain the security of the system or the Cash Passport Fund.

## **19 Your Personal Information (Important Information about your Privacy)**

- 19.1 By purchasing the Card you consent to the Issuer, Travelex and the Distribution Outlet collecting, using and disclosing your Personal Information under these Terms and Conditions. If you do not agree to our doing so then we cannot make the Card facility available to you and you should not purchase the Card.
- 19.2 You must notify us immediately of any change to your address and other contact details by accessing My Account and typing the relevant changes yourself or by contacting Card Services. You should also contact Card Services if you change your name. We will not be responsible if you do not receive any notice or correspondence that has been sent in accordance with the contact details you have provided to us.
- 19.3 You may be required to provide information to the Issuer, Travelex or the Distribution Outlet (including evidence of identity) when purchasing the Card or adding additional funds to the Card.
- 19.4 The Issuer will take all reasonable precautions to keep Personal Information secure and protect it under its privacy policy. A privacy statement which sets out the Issuer's and Travelex's joint privacy policy in relation to the Card was contained in your application form for the Card.
- 19.5 Your Personal Information may be disclosed by the Issuer or Travelex to third parties to facilitate the provision of the Card Services, to monitor compliance with these Terms and Conditions and for anti-money laundering, detection of crime, legal compliance and fraud prevention purposes. The Issuer or Travelex may also disclose Personal Information to collection agencies and lawyers in the event that we seek to recover any money that you owe under these Terms and Conditions.
- 19.6 In addition, by successfully applying for Cash Passport, you are consenting to Travelex using your personal information to notify you of our related products, promotions and

customer surveys that we may conduct from time to time. You can elect to not receive further notifications by emailing us at [unsubscribe@travelex.com.au](mailto:unsubscribe@travelex.com.au), or by mail at Level 12, 1 Margaret Street, Sydney NSW 2000 or by telephone 1800 036 739.

- 19.7 Your Personal Information will be processed outside Australia but all service providers are required to have adequate safeguards in place to protect your Personal Information.
- 19.8 Your Personal Information will not be shared or used for any other purpose except as stated above unless we are required or permitted to do so as a result of any government laws and regulations, by a court order or by any business or persons to whom we transfer our rights and obligations under the agreement between you and the Issuer which is governed by these Terms and Conditions.
- 19.9 We will continue to keep such of your Personal Information that is necessary after the expiry of the Card or closure of your Cash Passport Fund on the same terms as are set out above.
- 19.10 You are entitled to ask Travelex or the Issuer to supply you with any Personal Information that we hold about you. You must submit your request in writing. We will delete any incorrect information or correct any errors in any of your Personal Information that come to our notice.
- 19.11 To aid us in the provision of the services provided under these Terms and Conditions, in the interests of security, and to help the Issuer and Travelex maintain and to improve their level of service, all telephone calls may be recorded and/or monitored.

## **20 Our Liability**

- 20.1 We will not be liable to you for any loss due to:
- (a) any instructions given by you not being sufficiently clear;
  - (b) any failure by you to provide correct information;
  - (c) any failure due to events outside our reasonable control;
  - (d) any system failure or industrial dispute;
  - (e) any ATM refusing to or being unable to accept the Card or any Additional Card;
  - (f) the way in which any refusal to accept the Card or any Additional Card is communicated to you;
  - (g) any indirect, special or consequential losses;
  - (h) any infringement by you of any currency laws in the country where the Card or Additional Card is issued or used;
  - (i) any dispute between you and the supplier of any goods and/or services purchased with the Card or any Additional Card;
  - (j) our taking any action required by any government, federal or state law or regulation or court order; or
  - (k) anything specifically excluded or limited elsewhere in these Terms and Conditions.
- 20.2 However, your liability for Unauthorised Transactions will be determined according to the EFT Code (see condition 15).
- 20.3 If any warranties or conditions are implied because of Part 2 of the Australian Securities and Investments Commission Act 2001 or any similar law in respect of services supplied under these Terms and Conditions or in connection with the Card (or any Additional Card), then our liability for a breach of any such warranty or condition is limited to:
- (a) the supplying of the services again; or
  - (b) the payment of the cost of having the services supplied again
- 20.4 The Distribution Outlet is only authorised by the Issuer or Travelex to provide the services explained in the Product Disclosure Statement in which these Terms and Conditions are printed. The Issuer is not responsible for and accepts no liability for any other goods or services that may be offered or provided to you by the Distribution Outlet.
- 20.5 The Issuer does not maintain the website through which My Account is accessible. You agree that the Issuer is not responsible for any content on that website other than information relating specifically to you, the Cash Passport Fund or your Card (or any Additional Card).

## **21 Communications**

- 21.1 You agree that we may give written notices or other communications to you under or in connection with these Terms and Conditions either:
- (a) by writing to you at your residential or postal address last known to us;
  - (b) by giving it to you personally or leaving it at your residential or postal address last known to us;
  - (c) by electronic communication to your email address or fax number last known to us or which you last gave us for sending notices and communications to you; or
  - (d) if the notice or communication is not personal to you – by publishing a notice in a newspaper circulating nationally in Australia.

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

## **22 Third Parties**

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

## **23 Governing Law**

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

## **Global Emergency Assistance**

### **Emergency Cash**

You will be able to obtain emergency cash in many countries following the loss or theft of your cash, credit cards and/or traveller's cheques within limits set from time to time. Having established sufficient means of payment (generally by means of a credit or payment card) Travelex will arrange for collection by you from the nearest available location for collection and provide details of opening hours, address, telephone number and availability.

### **Lost or Stolen Passport Assistance**

If your passport has been either lost or stolen, Travelex will advise of the telephone numbers, address and opening hours of the nearest consulate or embassy and advise on the processes for a replacement. Travelex can arrange to contact friends or relatives on your behalf to assist in providing any documentation required.

### **Lost or Stolen Card Assistance**

Travelex provides assistance in reporting the loss or theft of credit cards, charge cards or debit cards whilst you are away from home. Travelex will advise you on the procedure to follow and in extreme cases where you cannot make contact with your card issuer Travelex will attempt to report the loss on your behalf. This service is not available for store cards, loyalty cards, affinity group cards or other cards that are not general-purpose credit or payment cards. Travelex cannot be held responsible for ensuring that the card issuer acts upon any report and some issuers will only accept instructions from a cardholder personally.

### **Emergency Medical Assistance (this is not a replacement for travel insurance)**

Information is available for hospitals, doctors, dentists and pharmacies in many countries including location, address, telephone numbers and opening hours together with details of specific facilities, capabilities, medical specialties and languages spoken. You will be directly liable for all costs incurred if you attend any treating facility. The information is provided by Travelex without giving any assurance as to the quality of any advice or care which may be provided by the staff or facilities concerned. The services of a doctor are available by telephone to provide information, specific advice and recommendations for your individual medical requirements through one of Travelex's service partner's doctors. Travelex can also arrange communication between its service partner's doctor and any treating doctor and information updates to you and your relatives. This service is guaranteed in the English language and, subject to availability, in other languages but should a doctor be unavailable in a specific language an interpreter can be provided.

Should you hold medical insurance and need a medical service Travelex will advise of the procedures to contact your insurers for assistance.

### **Emergency Legal Assistance**

Information is available for most major locations worldwide on the addresses of lawyers and their location, telephone numbers and opening hours. You will be directly liable for all costs incurred if you consult a lawyer and Travelex can, if requested, arrange for emergency cash. The information is provided by Travelex without any assurance as to the quality of any advice which may be provided by the lawyers concerned.

### **Emergency Interpretation Service**

In the case of an emergency Travelex provides a multi-lingual interpretation service by telephone. A verbal translation to or from English in some European languages is usually available instantly and most other common and frequently used languages through Travelex's service partners. This service is available only for personal matters and is not for business use.

### **Emergency Messaging Service**

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

### **Service Response**

The service is available 24 hours a day 365 days a year. Each request for any service is dealt with according to your individual requirements or circumstances and normally Travelex will be able to deal with these within 15 minutes but will advise of the time any request is likely to take. In some cases in more remote locations emergency cash may take up to 24 hours to provide.

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

### **Updates relating to this PDS**

The Issuer may make available updated information relating to this PDS. You may access this updated information via the internet at [www.travelex.com.au](http://www.travelex.com.au). Alternatively you may request a paper copy of this information free of charge from Card Services. The information which the Issuer will make available by way of these updates is subject to change from time to time\*.

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

## Reporting lost or stolen cards

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

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

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

Global Emergency Assistance is also available by logging onto the website [www.cashpassport.com](http://www.cashpassport.com)

Global Emergency Assistance is available 24 hours a day and provides quick and easy access to emergency funds or card replacement.

**SECURE  
CONVENIENT  
RELOADABLE**

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Cash Passport Debit Card  
Product Disclosure Statement  
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