

# GLOBAL CURRENCY CARD TERMS AND CONDITIONS



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## 1. Understanding these Terms and Conditions:

By applying for the Westpac Global Currency Card you agree to comply with these Terms and Conditions. Westpac Global Currency Card is issued by EML Payment Solutions Limited. A PDS for the offer of the Westpac Global Currency Card is available and can be obtained from **[westpaccurrencycard.co.nz](http://westpaccurrencycard.co.nz)**

### 1.1 In these Terms and Conditions:

Activate and Activation refers to the activation of Westpac Global Currency Card to enable you to use Westpac Global Currency Card in accordance with the PDS and Terms and Conditions.

**ATM** means an automated teller machine.

**AUD** means the lawful currency of Australia.

**Bank Transfer Load** means loading money onto your Westpac Global Currency Card as described in section 5 of the PDS.

**CAD** means the lawful currency of Canada.

**Card** means the physical plastic card which includes the technology to access the Westpac Global Currency Card.

**Cash Out** means the process whereby EML will pay into your nominated NZD bank account in New Zealand the positive balance of your Westpac Global Currency Card (less any fees and charges).

**Currency or Currencies** means NZD, AUD, USD, CAD, EUR, GBP, SGD, HKD, JPY or any currency available to be loaded on Westpac Global Currency Card as notified by us from time to time.

**Customer service centre** means the Westpac Global Currency Card Customer Service Centre which includes any services provided by us (or by service providers on the Issuer's or Mastercard Prepaid's behalf) in connection with Westpac Global Currency Card including Global Emergency Assistance. It includes Mastercard Prepaid's interactive voice response system (available in English) and call centre accessible using the Security Details, available 24 hours a day (call charges may apply). The customer service centre can be contacted by calling 0800 444 691 (from within New Zealand) or +44 207 649 9404 (from outside New Zealand) (call charges may apply).

**EUR** means the lawful currency of Eurozone.

**Fund or Funds** means the aggregate of all funds loaded onto your Westpac Global Currency Card, as recorded in the Currency records maintained by the Issuer (or by the Issuer's agent or other service provider), and available for transactions using your Westpac Global Currency Card.

**GBP** means the lawful currency of Great Britain.

**Global Emergency Assistance** means a telephone service through which you can request an emergency cash disbursement (within certain limits set by Mastercard Prepaid from time to time) should you lose your Card or if it has been stolen while you are away. To access this service you can call the customer service centre on 0800 444 691 (from within New Zealand) or +44 207 649 9404 (from outside New Zealand) (call charges may apply). Once a customer service representative has established that you have sufficient means of payment (through the availability of money on your Westpac Global Currency Card) the Issuer will arrange for money to be made available to you at a disbursement location. You will be advised of the relevant address details, telephone number and opening hours of the nearest agent location.

**HKD** means the lawful currency of Hong Kong.

**Issuer** means EML Payment Solutions Limited (company number 8079483).

**JPY** means the lawful currency of Japan.

**Limits and Fees Table** means the limits and fees tables set out in section 5 of the PDS.

**Mastercard Identity Check** means the fraud protection program which may be used to confirm your identity when completing an online purchase and which may require you to provide additional information such as an SMS password sent to your mobile phone number, personal or Card information, before the transaction is authorised.

**Mastercard Prepaid** means Mastercard Prepaid Management Services (NZ) Limited (company number 3261147, financial service provider number 70104)

**My Account** means the account features on the website where you can access information about your Westpac Global Currency Card by logging in using the Security Details.

**NZD** means the lawful currency of New Zealand.

**Online Load** means loading and reloading Westpac Global Currency Card directly via the website using methods made accessible on the website from time to time.

**PDS** means the Westpac Global Currency Card product disclosure statement. A copy of the current PDS can be found at [westpaccurrencycard.co.nz](http://westpaccurrencycard.co.nz)

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

**PIN** means the personal identification number used to withdraw money from ATMs and authorise certain POS transactions using your Card.

**POS** means point of sale.

**Security Details** means the information given by you when applying for Westpac Global Currency Card or during Activation, for the purposes of verifying your identity, or any changes made to this information.

**SGD** means the lawful currency of Singapore.

**Terms and Conditions or Conditions of Use** means these terms and conditions that govern your use of your Westpac Global Currency Card (which may be altered by the Issuer from time to time in accordance with clause 18) which were supplied to you along with the PDS, and are also available on the website.

**USD** 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 Mastercard Prepaid.

**website** means [westpaccurrencycard.co.nz](http://westpaccurrencycard.co.nz)

**Westpac** means Westpac New Zealand Limited (NZ Business Number 9429034324622).

**Westpac Global Currency Card** means the multi-currency reloadable, prepaid payment facility described in the PDS and in these Terms and Conditions.

**you, your** means the holder of Westpac Global Currency Card.

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

**1.3** References to days, times or periods of time in these Terms and Conditions are reckoned according to New Zealand standard time.

## 2. Introduction

**2.1** The PDS and Terms and Conditions govern the use of Westpac Global Currency Card and apply as an agreement between you and the Issuer (Agreement).

**2.2** You agree to these Terms and Conditions when you apply for Westpac Global Currency Card.

**2.3** By law we are required to verify your identity before providing relevant services and products to you. You must satisfactorily meet our customer identification process and policies. If you are not able to verify your identity (including but not limited to your full name, residential address and date of birth) to our satisfaction, as exercised at our sole discretion, we may refuse to accept your application and/or provide you with Westpac Global Currency Card.

## 3. Issuing of Westpac Global Currency Card

**3.1** The Westpac Global Currency Card is issued by the Issuer. Mastercard Prepaid is responsible for the design, production and for distribution and processing services for the Card. Westpac is responsible for marketing and distribution of the Card via the website.

**3.2** All obligations owed to you in relation to money loaded onto the Westpac Global Currency Card are obligations of the Issuer. Further information can be found in the PDS, a current copy of which can be found on the website. None of Westpac, Mastercard Prepaid or any other person guarantees the Westpac Global Currency Card.

**3.3** The Currencies available in respect of Westpac Global Currency Card may vary from time to time. Before you make a decision to acquire Westpac Global Currency Card, please check the PDS and website for details of the available Currencies. If we introduce a new Currency and you choose to allocate funds to that new Currency, you will be deemed to have acknowledged and agreed that, unless otherwise notified to you, these Terms and Conditions apply to such new Currency.

**3.4** Subject to clause 5.8, you are responsible for determining the amount held for each Currency and for

ensuring you have sufficient funds for all transactions in the relevant Currency. Subject to certain limits and subject to a fee (refer to the Limits and Fees Table), you may allocate your funds across different Currencies via the website and/or by such additional methods as we may make available to you from time to time.

**3.5** You should memorise the PIN to prevent unauthorised use of your Westpac Global Currency Card. You must also follow the security requirements set out in clause 13 of these Terms and Conditions.

**3.6** The Card is the Issuer's property. The Issuer may suspend use of the Card and/or ask that you return the Card if the Issuer believes you are misusing the Card or not complying with these Terms and Conditions. You must ensure that the Card is promptly returned to the Issuer if it asks you to do so.

**3.7** The Card is not a credit card and, subject to the Westpac Global Currency Card becoming overdrawn, all use is limited to the amount pre-loaded and standing to the positive balance of the Funds and any other limits referred to in the PDS and Terms and Conditions.

**3.8** There is no interest payable to you on the positive balance of the Westpac Global Currency Card.

**3.9** Amounts can be added to the Funds only as specifically provided in these Terms and Conditions and the PDS.

**3.10** In certain circumstances we may also ask you to provide us with additional details, including but not limited to your source of funds.

**3.11** We reserve the right to refuse an application at our sole discretion on any lawful grounds.

**3.12** You must provide all information to us which we reasonably require in order to manage anti- money laundering or counter-financing of terrorism and economic and trade sanctions risks or to comply with any laws or regulations in New Zealand or any other country.

**3.13** Westpac and/or Mastercard Prepaid will receive commission payments as a result of this arrangement. Any commission payments will be included as part of the fees that are payable on the Westpac Global Currency Card as set out in the PDS.

## 4. Activation and expiry

**4.1** To apply for Westpac Global Currency Card you must have a residential address in New Zealand and be eighteen (18) years or older.

**4.2** The expiry date of the Card for Westpac Global Currency Card is printed on the Card.

**4.3** Your Westpac Global Currency Card continues until you ask us to close it and to pay the balance (less any fees) to you, or if the balance on your Westpac Global Currency Card is nil and your Card has expired. After the expiry date, you will not be able to use your Westpac Global Currency Card to access money loaded onto your Westpac Global Currency Card other than by requesting a Cash Out. However, you can request a replacement Card and once this has been sent to you and you Activate the Card, you can use the Card to access money loaded on to your Westpac Global Currency Card.

## 5. Use of the card

**5.1** Westpac Global Currency Card may, subject to any applicable fee, be used to withdraw cash from an ATM displaying the Mastercard acceptance mark and/or to pay for goods and services at merchants, including online, who accept Mastercard. Although the Mastercard acceptance mark may be displayed, in some countries or merchants the Westpac Global Currency Card may not operate due to restrictions imposed by Mastercard. Details of the countries or merchants in which the Card will not operate are available on the website. Please note that Westpac Global Currency Card cannot be used for manual or offline transactions. In addition, Westpac Global Currency Card must not be used for any unlawful activity.

**5.2** Use of Westpac Global Currency Card is subject to the limits and fees set out in the Limits and Fees Table.

**5.3** When a Card is used to purchase fuel at an automated fuel pump the Fund must have a minimum balance of NZD125 (or foreign currency equivalent). In addition, to make a telephone call there must be a minimum balance of NZD20 (or foreign currency equivalent). When these minimum balance amounts apply, any unused balance may be temporarily unavailable.

**5.4** When a 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 from the Westpac Global Currency Card. If your actual service charge or tip is less, any unused balance may be temporarily unavailable.

**5.5** Certain businesses may not accept Westpac Global Currency Card as a means of preauthorising expenditure. If Westpac Global Currency 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 Westpac Global Currency Card.

**5.6** When a Card is used to purchase goods for delivery by mail or online an additional 10% may be automatically added as an anticipated delivery charge. If the actual delivery charge is less, any unused difference may be temporarily unavailable.

**5.7** Subject to the application of clauses 5.8 and 8.1, the applicable Currency balance (and therefore the total balance on your Westpac Global Currency Card) will be debited with the amount of each cash withdrawal or transaction and any fee and these debits will reduce the balance of the applicable Currency (and therefore the total balance on your Westpac Global Currency Card). Each transaction will require authorisation or validation before completion.

**5.8** If there are insufficient funds in a particular Currency to pay for a transaction, the balance of the transaction will be automatically processed using other Currencies in the following order of priority: NZD, AUD, EUR, USD, GBP, JPY, CAD, HKD and SGD. In this case a Currency conversion fee will apply each time a Currency that is different to the transaction currency is used to fund all or part of the transaction (see the Limits and Fees Table). If following the use of the available balances of all Currencies there are still insufficient funds to pay for a transaction, the Card may be declined or the retailer may allow you to pay the balance by some other means. If we add any new currencies to the Currencies available to you in connection with Westpac Global Currency Card, then we will notify you of the new order of priority for the purposes of this clause 5.8 either directly or via the website.

**5.9** You agree to accept a credit to your Westpac Global Currency Card in the applicable Currency (or where the transaction was not in an available Currency, in NZD) if you are entitled to a refund or other credit for any reason for goods or services purchased using Westpac Global Currency Card.

**5.10** A transaction or payment cannot be stopped once you authorise the use of Westpac Global Currency Card.

**5.11** The ATMs and POS terminals are not owned or operated by the Issuer or Mastercard Prepaid and the Issuer and Mastercard Prepaid are not responsible for ensuring that they will accept Westpac Global Currency Card. ATM operators may charge their own fees and set their own limits.

**5.12** You must comply with all laws and regulations (including any foreign exchange controls) in respect of Westpac Global Currency Card in the country of purchase and/or use. We may suspend your Westpac Global Currency Card or end this Agreement if you attempt to use Westpac Global Currency Card in violation of, or your use of Westpac Global Currency Card is restricted under, such laws and regulations. We may block the use of Westpac Global Currency Card in certain countries where required by law or where subject to any applicable sanctions.

**5.13** You acknowledge that we may block access to your Westpac Global Currency Card and immediately refuse to process or complete any transaction or suspend or terminate our arrangements with you if required by law or if we believe or suspect you will be in breach of these Terms and Conditions or the PDS. You agree that under these circumstances we are under no liability to you.

**5.14** You agree that we may delay, block or refuse to process any transaction without incurring any liability if we suspect that the transaction:

- (a) may breach any laws or regulations in New Zealand or in any other country;
- (b) 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 States Office of Foreign

Assets Control, United Nations, the European Union, Australia autonomous sanctions, New Zealand police or any country; or

- (c) may directly or indirectly involve the proceeds of, or be applied for the purposes of, any unlawful conduct.

**5.15** Some merchants may offer Dynamic Currency Conversion (DCC) that allows you to pay in NZD or another currency when you are spending overseas or online. Accepting the offer to settle in another currency may result in unnecessary conversion costs as the merchant may apply a foreign exchange margin to convert the transaction currency into NZD or another currency, in which case additional currency conversion fees may apply. If you have the local currency loaded on your Westpac Global Currency Card, you may avoid DCC by using the local currency loaded of that transaction when it is loaded onto your Westpac Global Currency Card.

## 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 Westpac Global Currency Card, as set out in the Limits and Fees Table.

## 7. Card fund

**7.1** (a) Except as otherwise set out in these Terms and Conditions, any liability we have to you is equal to the balance on your Westpac Global Currency Card at any given time and is in the Currency of the Funds. Loads or reloads will only be credited to the Westpac Global Currency Card, once we, or our agent, have received cleared funds from you. Your Westpac Global Currency Card will be debited and will decrease as a result of transactions and any applicable fees, as set out in these Terms and Conditions and the PDS, as soon as we authorise

the relevant transaction. Where a fee applies, that fee will be deducted from the balance on your Westpac Global Currency Card at the relevant time and your Westpac Global Currency Card will decrease accordingly. Please see clause 10 for an explanation of how to redeem any unspent balance on your Westpac Global Currency Card.

- (b) You can load money onto your Westpac Global Currency Card via the website provided that you are an individual and are at least 18 years of age, and agree to comply with the additional terms and conditions that are available on the website. Loads are subject to applicable fees and limits.

There may be a delay (usually no more than two (2) business days if the payment is made before 2pm on a business banking day New Zealand Standard Time) before funds added to the Westpac Global Currency Card via Online Load methods are available for use.

**7.2** You can set and change your PIN via the website or by calling the customer service centre. As best as you can, memorise your PIN. For security purposes, you should not keep your PIN written anywhere near your Card. If you forget your PIN, you can change your PIN via the website or by calling the customer service centre and answering the security questions you supplied on your application.

**7.3** 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.

**7.4** If an ATM displays a balance for the Westpac Global Currency Card, then this may be displayed in NZD or in a different currency, in which case the exchange rate applied may be different to ours and minor discrepancies can arise. An ATM will not display a balance for each Currency. An accurate balance for each Currency can be obtained through 'My Account'.

**7.5** The Issuer, Mastercard Prepaid and Westpac do not guarantee that information sent over the internet will be completely secure and the Issuer and Mastercard Prepaid accept no liability for unavailability or interruption or for the interception or loss of Personal Information or other data.

**7.6** The Westpac Global Currency Card can only be used if it is in positive balance. If a particular Currency 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 and we retain the right to recover this debt by deducting funds held in another Currency. When we convert the negative balance into the relevant Currency we will use the same rate that we use for Currency to Currency allocations on the given day we process the transaction.

**7.7** Notwithstanding any such deduction, if a negative balance remains, the resulting debit balance immediately becomes a debt payable by you to the Issuer. If the Westpac Global Currency Card does become overdrawn, every attempt should be made by you to stop subsequent transactions.

**7.8** If you notice any error in any transaction in the Westpac Global Currency Card then you must notify Mastercard Prepaid immediately and in any event within thirty (30) business days of the transaction in question. Mastercard Prepaid or the Issuer may request you to provide additional written information concerning any error and you must comply with that request.

**7.9** 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 Westpac Global Currency Card within ten (10) business days, although there may be a delay while investigations are completed.

## 8. Fees

**8.1** You agree to pay and authorise us to debit the Westpac Global Currency Card for the fees set out in the Limits and Fees Table. These fees may be deducted from the Westpac Global Currency Card as soon as they are incurred. Unless otherwise specified, all fees will be debited in NZD Currency. If there are insufficient funds in NZD Currency to pay such fees, then we will automatically deduct funds from other Currencies in the following order of priority: NZD, AUD, EUR, USD, GBP, JPY, CAD, HKD and SGD. Any

such deduction of funds may be subject to a Currency conversion fee (refer to the Limits and Fees Table). If we make additional currencies available to you in connection with the Card, then we will notify you of the new order of priority for the purposes of this clause either directly or on the website.

**8.2** Certain merchants may charge an additional fee if Westpac Global Currency Card is used to purchase goods and/or services. The fee is determined and charged by the merchant and is not retained by us.

## 9. Foreign currency transactions

**9.1** A foreign exchange rate will apply to transactions that are conducted on Westpac Global Currency Card in the following instances:

- i) Initial load where you allocate funds in a foreign Currency (i.e. in a currency other than NZD);
- ii) Reloads where you allocate funds in a foreign Currency (i.e. in a currency other than NZD);
- iii) POS transactions where the transaction is in a currency that is not one of the Currencies available on the Card (including any transaction where we deduct funds under clause 5.8 above due to insufficient funds);
- iv) ATM withdrawals where the local currency is not one of the Currencies available on the Card, or where there is an insufficient available balance in the relevant Currency;
- v) Where you allocate funds from one Currency to a different Currency on your Westpac Global Currency Card;
- vi) Where we allocate funds from one Currency to a different Currency in accordance with these Terms and Conditions and the PDS; and
- vii) Where you close your Westpac Global Currency Card, or request repayment of any amount in the Westpac Global Currency Card, that has funds in a foreign Currency (i.e. in a currency other than NZD).

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

**9.2** In the circumstances described in clauses 9.1(i) and 9.1(ii), the foreign exchange rates used for loading Westpac Global Currency Card are set and determined by Mastercard Prepaid. Foreign exchange rates are subject to variation and the rate that applies one day will not necessarily be the same on any other day.

**9.3** In the circumstances described in clauses 9.1(iii), (iv), (v) and (vi), the relevant amount will be funded by converting the transaction amount into the next available Currency balance on your Westpac Global Currency Card in the order of priority set out in these Terms and Conditions or as notified to you from time to time. A currency conversion fee may apply in accordance with the Limits and Fees Table.

**9.4** Where you close Westpac Global Currency Card, or request repayment of any balance on your Westpac Global Currency Card that has funds in a foreign Currency (i.e. in a currency other than NZD), we will convert these funds into NZD Currency. The foreign exchange rate used for this is set and determined by Mastercard Prepaid and varies each day.

## 10. Redeeming unspent funds

**10.1** You may be able to redeem and Cash Out any unspent funds on your Westpac Global Currency Card via the website. You must provide to us a valid New Zealand denominated account so that we can Cash Out the remaining balance into that account.

**10.2** If you ask us to Cash Out your Westpac Global Currency Card and redeem any balance on your Westpac Global Currency Card, we will repay the balance less any applicable fees, subject always to you providing us with clear and correct banking details. In addition, the positive balance available to you will not include uncancelled, pre-authorised or 'held' amounts (see clause 5 above), although these sums will be made available to you once the pre-authorisation has been cancelled or the 'held' amounts released and the relevant amounts re-credited to the Westpac Global Currency Card.



## 11. Closing the Westpac Global Currency Card

**11.1** Your Westpac Global Currency Card continues until you ask us to close it and redeem your unspent funds in accordance with clause 10, even if the Card has expired or this Agreement has ended in accordance with clause 17.

**11.2** Once your Westpac Global Currency Card is closed, you must destroy the Card by cutting it in half diagonally, ensuring the Chip is destroyed, and disposing of it securely.

## 12. Global Emergency Assistance

**12.1** You are entitled to Global Emergency Assistance from Activation until expiry or closure of your Westpac Global Currency Card. Global Emergency Assistance services are provided by Mastercard Prepaid.

**12.2** The Global Emergency Assistance services are available to you, your partner and your children under 18 years of age.

**12.3** The Issuer arranges for the Global Emergency Assistance services to be provided and is not the provider. The Issuer does not promise that the Global Emergency Assistance 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 Assistance services can occur without the Issuer's participation.

**12.5** You also acknowledge and agree that:

- (a) the Global Emergency Assistance 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 Assistance services or because of the Global Emergency Assistance services being unavailable or discontinued;

- (c) any complaints regarding the Westpac Global Currency Card can be made to Mastercard Prepaid through Global Emergency Assistance. You cannot make any complaint to the Issuer about the Global Emergency Assistance services; and
- (d) you do not rely on the Global Emergency Assistance services being available, being suitable for any purpose or being provided to any particular standard in deciding to purchase or use Westpac Global Currency Card.

## 13. Card security

**13.1** You must make sure that you keep the Card, the Security Details and any PINs safe and secure by:

- (a) never allowing anyone else to use the Card;
- (b) not interfering with any magnetic stripe or integrated circuit on the Card;
- (c) not unnecessarily disclosing the Card number;
- (d) not writing the PIN on the Card;
- (e) not carrying the PIN with the Card;
- (f) not recording any PIN where it may be accessed by other people;
- (g) not giving the PIN to anyone else (including the police, Issuer, Mastercard Prepaid and Westpac personnel);
- (h) complying with any instructions we give about keeping the Card, and any Security Details safe and secure.

**13.2** The Card will be disabled if an incorrect PIN is entered three (3) successive times. If the Card is disabled, please contact Mastercard Prepaid by calling the customer service centre to verify your identification and obtain a PIN change.

## 14. Loss, theft and misuse of cards

**14.1** If you know or have reason to suspect that the Card is lost or stolen or damaged, likely to be misused or you have reason to suspect that someone else may know the PIN or Security Details, you must immediately notify Mastercard Prepaid by contacting the customer services centre using the details set out in the PDS or on the website. We will then suspend the relevant Card 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 requirement.

**14.3** You must assist us and the police in any enquiries and attempts to recover a lost or stolen Card.

**14.4** If any lost Card is subsequently found it must not be used unless Mastercard Prepaid confirms it may be used.

## 15. Liability for unauthorised transactions

**15.1** You will be liable for all Card transactions which you have authorised. You will also be liable for transactions which you have not authorised

- (a) if you have acted fraudulently;
- (b) if you have failed to use the Card in accordance with these Terms and Conditions or the PDS;
- (c) if you have failed to notify us in accordance with clause 14.1 on becoming aware of the loss, theft, or misuse of your Card;
- (d) if you have failed to take all reasonable steps to keep the Card's security features safe; or
- (e) if you have failed to notify us in accordance with clause 15.2 on becoming aware of a transaction on your Card that you do not recognise.

**15.2** You must notify us of any dispute without undue delay and in any event within thirty (30) days of the relevant transaction.

**15.3** Subject to clause 15.1, you will not be liable for any unauthorised Card transactions. Where you are not liable for an unauthorised transaction, we will refund the value of that transaction, including any charged fees and will have no further liability to you for any other losses you may suffer. However, if our investigations conclude that the transaction you have disputed has been authorised by you or on your behalf, we may charge you an investigation administration fee of up to NZD100.

**15.4** To dispute a transaction(s) on your Card complete the 'Dispute Claim Form'. To obtain the 'Dispute Claim Form' please visit the website.

## 16. Replacement cards

**16.1** If the Card is lost, stolen or damaged, you can request a replacement by contacting the customer service centre. 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. If you are overseas replacement Cards can be delivered to you, depending on location and availability.

## 17. Ending of the agreement

**17.1** You may end this Agreement at any time by writing to, or emailing, Mastercard Prepaid. You may close your Westpac Global Currency Card in accordance with clause 11 above.

**17.2** The Issuer may, with or without notice and without incurring any liability to you, ask for the return of the Card, cancel or suspend its use and/or end this Agreement if it reasonably believes any of the following has occurred or is likely to occur:

- (a) the Issuer considers your Westpac Global Currency Card has been or is likely to be misused;
- (b) you breach these Terms and Conditions;
- (c) the Issuer suspects any illegal use of your Westpac Global Currency Card; or

- (d) you gave the Issuer and/or Mastercard Prepaid false, inaccurate or incomplete information when you applied for your Westpac Global Currency Card.

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

**17.4** Even if the Agreement comes to an end in accordance with this clause 17, the Westpac Global Currency Card will continue until you close it in accordance with clause 11.

## 18. Changing the Terms and Conditions

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

**18.2** We will not be in breach of these Terms and Conditions if we take steps in order to enable us to comply with any laws or other legal obligations.

**18.3** We will not be in breach of these Terms and Conditions if we take necessary action in order to make a change necessitated by an immediate need to restore or maintain the security or integrity of our systems, the card scheme's systems, the relevant transaction processing systems or the Westpac Global Currency Card.

## 19. Your personal information (Important Information about your privacy)

**19.1** You acknowledge the Issuer, Mastercard Prepaid and Westpac and their respective agents may collect Personal Information in connection with the provision of the Westpac Global Currency Card, including Personal Information contained in any application, correspondence, emails, telephone calls, internet communications and transactional information.

**19.2** By applying for and Activating the Westpac Global Currency Card, you consent to the Issuer, Mastercard Prepaid and Westpac collecting, using and disclosing (including to each other) your Personal Information, including Personal Information collected from third parties, for the purposes of:

- (a) providing you with, and facilitate the provision of, the Westpac Global Currency Card and other services as contemplated under these Terms and Conditions or the PDS;
- (b) linking any Westpac accounts to your Westpac Global Currency Card (including to contact you if there is a problem);
- (c) providing you with information about other Westpac products;
- (d) monitoring compliance with these Terms and Conditions;
- (e) anti-money laundering, detection of crime, legal, compliance and fraud prevention purposes, including as required under the Anti-Money Laundering and Countering Financing of Terrorism Act 2009;
- (f) for the recovery of any money that you owe under these Terms and Conditions or the PDS;
- (g) Westpac or any of its related bodies corporate, providing benefits, including providing information about Westpac products to you;

- (h) Westpac or any of its related bodies corporate improving customer service, including by means of research, conducting analyses and preparing analytics, marketing, product development and planning; and
- (i) Westpac marketing its products or services, including by direct marketing.

**19.3** The Issuer, Mastercard Prepaid and Westpac may disclose your Personal Information to overseas recipients in the United Kingdom, Australia and United States of America for the purposes set out in this clause.

Your Personal Information may be disclosed by the Issuer or Mastercard Prepaid or Westpac to third parties to facilitate the provision of the Westpac Global Currency Card, to monitor compliance with these Terms and Conditions and for data analysis, anti-money laundering, detection of crime, legal, compliance and fraud prevention purposes. The Issuer or Mastercard Prepaid or Westpac may also disclose Personal Information to collection agencies and lawyers in the event that we seek to recover any money that you owe us under these Terms and Conditions or the PDS. By applying for and Activating the Westpac Global Currency Card, you consent to the Issuer, Mastercard Prepaid and Westpac disclosing your Personal Information to overseas recipients as described in this clause.

**19.4** If you do not agree to provide the Personal Information requested by us, then we cannot make the Westpac Global Currency Card available to you and you should not apply for and Activate the Westpac Global Currency Card.

**19.5** You must notify us immediately of any change to your contact details. You can update your phone number and email address by accessing My Account on the website and typing the relevant changes yourself or by contacting the customer service centre. If you have a change of physical address please contact the customer service centre to update. 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.

**19.6** You may be required to provide information to the Issuer, Mastercard Prepaid or Westpac (including evidence of identity) when Activating the Westpac Global Currency Card or adding additional funds to the Westpac Global Currency Card.

**19.7** The Issuer, Mastercard Prepaid and Westpac will take reasonable steps to keep Personal Information secure in accordance with the privacy policy applicable to the Westpac Global Currency Card. Each party's uses and disclosures of your Personal Information may be different. For details about privacy practices relating to the Westpac Global Currency Card, see the privacy policy at [westpacurrencycard.co.nz](http://westpacurrencycard.co.nz)

**19.8** In addition, by applying for the Westpac Global Currency Card, you consent to the Issuer, Mastercard Prepaid and Westpac using and disclosing 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 such notifications by clicking on the unsubscribe button at the bottom of the email.

**19.9** 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 laws and regulations, by a court order or by any business or persons to whom we transfer our rights and obligations under these Terms and Conditions.

**19.10** We will continue to keep any Personal Information that is necessary after the closure of your Westpac Global Currency Card on the same terms as are set out above (including to meet legally imposed record keeping requirements and anti-money laundering record keeping obligations).

**19.11** You are entitled to ask Mastercard Prepaid, Westpac or the Issuer to supply you with any Personal Information that Mastercard Prepaid or the Issuer (respectively) hold about you. See section 14 of the PDS for contact details. Mastercard Prepaid, Westpac or the Issuer (as applicable) will delete any incorrect information or correct any errors in any of your Personal Information that come to our notice. The applicable privacy policy (referred to in clause 19.7 above) contains information on how you may access and seek correction of the Personal Information held by the Issuer, Mastercard Prepaid or Westpac.

**19.12** 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 Mastercard Prepaid maintain and to improve their level of service, all telephone calls may be recorded and/or monitored.

In this clause 19, “we, us, our” includes the Issuer, any agent acting on behalf of the Issuer, Westpac and Mastercard Prepaid. Mastercard Prepaid and Westpac may rely on this clause 19 for the purposes of the Contracts (Privity) Act 1982.

## 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;
- (f) the way in which any refusal to accept the 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 is issued or used;
- (i) any dispute between you and the supplier of any goods and/or services purchased with the Card;
- (j) our taking any action required by any government, law or regulation or court order; or
- (k) anything specifically excluded or limited elsewhere in these Terms and Conditions or the PDS.

**20.2** Unless otherwise required by law or as set out in these Terms and Conditions, we will not be liable to you in respect of any losses you or any third party may suffer in connection with your Westpac Global Currency Card, except where

such losses are due to a breach by us of these Terms and Conditions or due to our gross negligence.

**20.3** ATMs and POS terminals are not owned or operated by us and we are not responsible for ensuring that they will accept the Card. We will not be liable to you for disputes concerning the quality of goods or services purchased on your Card or any additional fees charged by the operator of these terminals.

**20.4** Nothing will limit our liability to you for death or personal injury arising out of our gross negligence, or for our fraud, or insofar as any limitation or exclusion of liability is prohibited by law.

**20.5** The website is maintained by Mastercard Prepaid. You agree that the Issuer is not responsible for any content on that website other than information relating specifically to you or the Westpac Global Currency Card.

## 21. Notices or 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 New Zealand or by posting on the website.

**21.2** 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').

**21.3** 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.

**21.4** 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. If a law requires us to use a particular method, we will do so.

**21.5** You agree that, for the purpose of telephone communications originated or received by us or Mastercard Prepaid, and for the purpose of electronic communications received by us or Mastercard Prepaid, we or Mastercard Prepaid may verify your identity by reference to any or all of the Security Details provided to us from time to time.

## 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 the Agreement to the Issuer are to be read as references to the person or business to which the Agreement was transferred.

**22.2** Except in the circumstances set out in clause 22.1, 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** The Agreement shall be governed by the laws and the courts of the country in which you were issued with the Card.

**23.2** You submit to the non-exclusive jurisdiction of the courts of New Zealand to hear and determine any disputes or legal questions concerning the Agreement.



**TOGETHER  
GREATER**