

## **NOTICE OF CHANGE**

### **IMPORTANT INFORMATION REGARDING TRAVELEX MONEY CARDS**

The below changes to the matters as described in the Product Disclosure Statement for the Travelex Money Card will become effective on 9 November 2023.

#### **General**

1. In any provision of the Product Disclosure Statement that requires you to immediately notify of an event, that provision will be read as only requiring that you promptly notify of that event.
2. To the extent any provision of the Product Disclosure Statement requires you to indemnify Issuer, Travelex or Mastercard Prepaid or otherwise limits the liability of one of those parties, that obligation to indemnify or limitation on liability shall be limited to the extent that any default, damage or loss is caused by that party's fraud, negligence or wilful misconduct, including that of its officers, employees, contractors, or agents.

#### **Part A of the Product Disclosure Statement**

3. Under the heading 'Travelex', amend the paragraph to read: "The Travelex Money Card can be purchased and loaded with value at participating Travelex Stores in Australia and online at [www.travelex.com.au](http://www.travelex.com.au). To apply for a Travelex Money Card, you must have a residential address in Australia. Cards purchased via Travelex Limited ("Travelex") may be topped up at participating Travelex Stores in Australia or online by card owner\* at [www.travelex.com.au](http://www.travelex.com.au) or via PayID or BPAY® using their own account. Travelex is an agent of Mastercard Prepaid. Travelex is not authorised by the Issuer or Mastercard Prepaid to give advice about the Travelex Money Card. You should not rely on any advice given to you by Travelex in making decisions about the Travelex Money Card product. Other top up channels may also be made available to you from time to time, details of which will be published on [www.travelex.com.au](http://www.travelex.com.au).

\*A person who resides in Australia and who has been identified using an Australian issued credit card/debit card or via BPAY or PayID from an Australian financial institution account. Non-resident visitors to Australia who have previously purchased a Card and who have been identified using a foreign issued identification document (or persons who do not hold an Australian issued credit or debit card or an Australian financial institution account) may only reload and cash out the balance of a Travel Money Card at participating Travelex Stores."

4. Under the heading 'Easy to Budget', amend the footnote following the second paragraph which refers to "a refund of your remaining balance\*", to read: "By a person who resides in Australia and who has been identified using an Australian issued credit card/debit card or BPAY or PayID from an Australian financial institution account. Non-resident visitors to Australia who have previously purchased a Card and who have been identified using a foreign issued identification document (or persons who do not hold an Australian issued credit or debit card or an Australian financial institution account) may only reload and cash out the balance of a Travel Money Card at participating Travelex Stores."
5. Under the heading 'Top ups', amend the third paragraph and its footnote to read: "Travelex Money Cards purchased via Travelex can be topped up at a participating Travelex Store in Australia, online via [www.travelex.com.au](http://www.travelex.com.au), or via the Travelex Money app. If you are travelling and running short of money, you can also load additional funds onto your Card by using PayID or BPAY® as detailed below.

\* A person who resides in Australia and who has been identified using an Australian issued credit card/debit card or BPAY or PayID from an Australian financial institution account. Non-resident visitors to Australia who have previously purchased a Card and who have been identified using a foreign issued identification document (or persons who do not hold an Australian issued credit or debit card or an Australian financial institution account) may only reload and cash out the balance of a Travel Money Card at participating Travelex Stores."

6. Under the heading 'For Bank Transfer Top ups:', delete the heading and paragraphs 1 – 7. and amend paragraph 8 and the remaining section until the heading 'Where to buy your Travelex Money Card and Contact Details' to read: "BPAY® Top ups and PayID Top ups that have not been booked via [www.travelex.com.au](http://www.travelex.com.au) will be allocated to your current default top up Currency. The default top up Currency will initially be AU\$, however you can change your default top up Currency online via My Account at [www.travelex.au](http://www.travelex.au).

Please note that you can only have one default top up Currency at a time. If you send a BPAY® Top up or PayID Top up and then change your default top up Currency before we receive your BPAY® payment or PayID payment, we will apply your top up to the Currency that is set as your default top up Currency at the time we process your top up. If a BPAY Top up or PayID Top up is booked online via [www.travelex.com.au](http://www.travelex.com.au), the exchange rate that will apply to the transaction can be locked in for 4 hours at the time of booking. Otherwise, the exchange rate that will apply to the transaction will be the prevailing rate set and determined by Mastercard Prepaid at the time the top up is processed."

7. Under the heading 'Fees and Limits Table', amend the third row down within the 'Fees' table to read: "BPAY® Top up fee (when transaction is booked via [www.travelex.com.au](http://www.travelex.com.au))."

## **Part B of the Product Disclosure Statement**

8. Under the heading 'Understanding these Terms and Conditions:', delete the reference to and definition of "Bank Transfer Load".
9. Under the heading 'Understanding these Terms and Conditions:', amend the definition of "Online" to: "Online means electronic loading and top up methods for Cards and includes, but is not limited to BPAY® and PayID."
10. Under the heading 'Understanding these Terms and Conditions:', insert this definition of PayID "PayID means the "PayID" electronic payments service through which you can add additional funds to the Travelex Money Card Fund."
11. Under the heading 'Issuing of Cards', amend clause 3.9 to: "The issuance of a Card is subject to you satisfying the relevant application criteria, as reasonably determined by us from time to time in order to meet customer identification and know your customer requirements set by law, including by providing us with sufficient information and proof in relation to your identity. To apply for a Travelex Money Card, you must also have a residential address in Australia. We may at our discretion limit application criteria to drivers licence and/or passport holders of countries or by reference to types of identification at our sole discretion if we believe this is necessary for know your customer or due diligence purposes."

12. Under the heading 'Card Fund', amend clause 8.1 to: "Until the expiry of the Card you can add additional funds to each Currency through a Travelex Store (who will advise you of the acceptable methods of payment), if you reside in Australia BPAY® from an Australian financial institution account or through other methods made available from time-to-time which are set out at [www.travelex.com.au](http://www.travelex.com.au), subject to certain limits and subject to a fee (refer to the Fees and Limits Table). There may be a delay before funds added to the Card Fund via Online methods are available for use. BPAY® Top ups and PayID Top ups that have not been booked via [www.travelex.com.au](http://www.travelex.com.au) will be allocated to your current default top up Currency. The default top up Currency will initially be AU\$, however you can change your default top up Currency online via [www.travelex.com.au](http://www.travelex.com.au). Please note that you can only have one default top up Currency at a time. If you send a BPAY® Top up or PayID and then change your default top up Currency before we receive your BPAY® or PayID payment, we will apply your top up to the Currency that is set as your default reload Currency at the time we process your top up. If a BPAY Top up or PayID Top up is booked online via [www.travelex.com.au](http://www.travelex.com.au), the exchange rate that will apply to the transaction can be locked in for 4 hours at the time of booking. Otherwise, the exchange rate that will apply to the transaction will be the prevailing rate set and determined by Mastercard Prepaid at the time the top up is processed. Via 'My Account' you are able to:
  - (a) change some of your personal details;
  - (b) allocate your funds across different Currencies;
  - (c) check the balances;
  - (d) check your Card transactions; and
  - (e) reveal your Card PIN."
13. Under the heading 'Foreign currency transactions', amend clause 10.1(b) to: "(b) BPAY® Top ups, PayID Top ups or Online top ups where you allocate funds in a foreign Currency (i.e., in a currency other than AU\$)."
14. Under the heading 'Foreign currency transactions', amend clause 10.3 to: "The foreign exchange rates used for BPAY® Top ups and PayID Top ups are set and determined by Mastercard Prepaid and vary each day. You can obtain this exchange rate by contacting Mastercard Prepaid. If a BPAY Top up or PayID Top up is booked online via [www.travelex.com.au](http://www.travelex.com.au), the exchange rate that will apply to the transaction can be locked in for 4 hours at the time of booking. Otherwise, the exchange rate that will apply to the transaction will be the prevailing rate set and determined by Mastercard Prepaid at the time the top up is processed."
15. Under the heading 'Foreign currency transactions', amend clause 10.6 by deleting Example 2 in its entirety.
16. Under the heading 'Foreign currency transactions', at clause 10.6, rename 'Example 3:' to "Example 2:"
17. Under the heading 'Foreign currency transactions', at clause 10.6, rename 'Example 4:' to "Example 3:"
18. Under the heading 'Foreign currency transactions', at clause 10.6, rename 'Example 5:' to "Example 4:" Under the heading, 'Closing the Travelex Money Card Fund', amend the second sentence of clause 11.2 to: "Depending on which Travelex Store you attend in order to close your Cash Fund, the relevant amount will either be paid to you in cash or deposited into your nominated bank account (at our reasonable discretion)."
19. Under the heading 'Liability for Unauthorised Transactions', amend clause 15.9 by deleting the third and fourth sentences and replacing with, "To dispute a transaction(s)

on your Card complete the 'Dispute Claim Form' available at [www.travelex.com.au](http://www.travelex.com.au) and send the completed Dispute Claim Form to the address provided on the form."

20. Under the heading 'Ending of the Agreement', amend clause 18.2 to " The Issuer may, with or without notice and without incurring any liability to you (except to the extent that any loss is caused by the Issuer's fraud, negligence or wilful misconduct (including that of its employees, officers, agents or contractors), ask for the return of the Card, cancel or suspend its use and/or end this Agreement at any time if:
  - (a) the Issuer considers the Card has been or is likely to be misused;
  - (b) you breach any of these Terms and Conditions and the Issuer reasonably considers that this is likely to have a material impact on your ability to meet the obligations of these Terms and Conditions;
  - (c) the Issuer suspects any illegal use of the Card;
  - (d) you gave the Issuer, Mastercard Prepaid or the Travelex Store false, inaccurate, or incomplete information when you applied for the Card;
  - (e) for security reasons; or
  - (f) the Issuer has reasonable grounds to believe that there is a material risk of loss to you or the Issuer.
21. Under the heading 'Ending of the Agreement', amend clause 18.3 to: "However, unless there are exceptional circumstances (e.g. fraud or criminal activity), the Issuer will give you at least 14 days advance notice before asking for the return of the Card or ending the Agreement."
22. Under the heading 'Changing the Terms and Conditions', amend clause 19.1 to " We may change these Terms and Conditions for any of the following reasons:
  - (a) to comply with any change or anticipated change in any relevant law, code of practice, guidance or general banking practice;
  - (b) to reflect any decision of a court ombudsman or regulator;
  - (c) to reflect a change in our systems or procedures, including for security reasons;
  - (d) to respond to changes in the cost of providing the Travelex Money Card;
  - (e) to discontinue a product in which case we may change the terms of your product to reflect a different product with similar features to the discontinued product; or
  - (f) to make the Terms and Conditions clearer or to add features, but we will only do so in accordance with these Terms and Conditions and in order to protect our legitimate business interests, and only to the extent required to do this.
23. Under the heading 'Changing the Terms and Conditions', amend clause 19.2: "Where the change is adverse to you, we will notify you at least 30 days before the effective date of the change (see clause 22 below for details of how we will communicate with you)."
24. Under the heading 'Changing the Terms and Conditions', insert a new clause 19.3: " 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 of the system or the Travelex Money Card Fund."
25. Under the heading 'Our liability', amend clause 20.4, amend the second sentence of that paragraph to: "You should not interpret anything in these Terms and Conditions as excluding, restricting, or modifying any guarantee, condition or warranty which is implied by that Act."
26. Under the heading 'Communications', amend the first paragraph of clause 21.1 to: "You agree that we may give written notices or other communications to you under or in connection with these Terms and Conditions either:"

27. Under the heading 'Communications', amend 21.1(c) to: "you may withdraw your consent to receive communication electronically at any time (reasonable printing, postal and administration fees may apply);"
28. Under the heading 'Communications', amend clause 21.4(a) to: "(a) by writing to you – you are taken to have received it when it would be delivered in the ordinary course of the post, which is seven business days;"
29. Under the heading 'Third parties', include at the end of clause 22.1: "The Issuer does not need your consent to transfer its rights. The Issuer will notify you in writing as soon as reasonably practicable if it is reasonable to do so."