

Travelex Money Card

Complaints Process

By arrangement, and as detailed in the Product Disclosure Statement, Mastercard Prepaid handles complaints on the Travelex card program.

If you have a complaint, you can contact Mastercard Prepaid by:

- phone – call the appropriate phone number listed at **www.travelex.com.au** or on the back of your Card
- email – write to: – prepaidmgmt_servicequality@mastercard.com

Mastercard Prepaid will handle complaints in accordance with the following process.

We will acknowledge your complaint promptly, either verbally or in writing, and do our best to resolve it straight away. If we can't resolve your complaint within 5 business days, we will provide you with a written response providing the final outcome no later than 30 days. We aim to resolve all complaints within 21 days. However, in some cases it may take up to 30 days. Your complaint may take a little longer to assess if we need more information or if your complaint is complex. In all cases, we'll keep you updated on the progress.

You can ask for information about how we manage complaints in alternative formats and languages upon request by calling 1800 098 231. If you have a hearing or speech impairment, you can access additional support through the National Relay Service on 1300 555 727. If you are not satisfied with our response, you may lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides free and independent financial services complaint resolution and can be contacted on

Website: www.afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678 (free call)

Mail: GPO Box 3, Melbourne VIC 3001.

Time limits may apply to complain to AFCA and so you should act promptly or otherwise consult the AFCA website to find out if or when the time limit relevant to your circumstances expires.