

# Multi-currency Cash Passport™

## Supplementary Product Disclosure Statement

Date prepared: 28 June 2018

### ABOUT THIS DOCUMENT

This document is a Supplementary Product Disclosure Statement (**SPDS**) and has been prepared by Heritage Bank Limited: ABN 32 087 652 024; AFSL 240 984 (**the Issuer**). This SPDS updates and amends the Multi-currency Cash Passport Product Disclosure Statement dated 23 March 2015 (**PDS**).

**Please note that no further applications for the Multi-currency Cash Passport will be accepted from the date of this SPDS and the SPDS only applies to existing Multi-currency Cash Passports currently issued.**

This SPDS must be read together with the PDS which has been provided to you. If you need another copy of the PDS, it is available to be downloaded from [www.aupost.com.au/cashpassport](http://www.aupost.com.au/cashpassport).

Words and expressions defined in the PDS are taken to have the same meaning in this SPDS. The PDS and Terms and Conditions remain in full force, except to the extent amended by this SPDS or updated via [www.auspost.com.au/cashpassport](http://www.auspost.com.au/cashpassport).

### INTRODUCTION

This SPDS changes the PDS by:

- ✓ adding United Arab Emirates Dirham (AED) as an additional currency;
- ✓ adding Card to Card (Domestic & International) as a new product feature;
- ✓ adding debit loads as a new way to load funds on to your Multi-currency Cash Passport;
- ✓ updating the fees and limits applicable to your Multi-currency Cash Passport; and
- ✓ making general updates throughout the PDS.

The information set out in this SPDS is general in nature and has been prepared without taking into account your objectives, financial situation and needs. Before using the Multi-currency Cash Passport™ you should consider whether it is appropriate for you, having regard to your own objectives, financial situation and needs.

### AMENDMENTS TO THE PDS

The PDS is amended as follows:

#### **For the addition of United Arab Emirates Dirham**

1. **Anywhere that the available currencies are listed on under the headings “Multiple Currencies- order of priority” on page 7, “Fees and Limits table” on pages 7-9, “important information about different transactions” on page 9, “Limits” table on 10-11, section 5.8 of page 20, section 9.1 on page 23 and section 10.4 on page 24, the list of currencies should be updated to the following:**

1. AU\$, 2. US\$, 3. EU€, 4. GB£, 5. NZ\$, 6. THB, 7. CA\$, 8. HK\$, 9. JY¥, 10. SG\$ and 11. AED.

2. The following definition for United Arab Emirates Dirham is added to the definitions section in clause 1.1 on page 16:

AED means the lawful currency of the United Arab Emirates.

**For reloading of cards using Debit Card:**

3. In the Fees table on page 7, add a new row as follows:

<b>Fees</b>	<b>AU\$, US\$, EU€, GB£, NZ\$, THB, CA\$, HK\$, JY¥, SG\$ and AED.</b>
Online debit card reload fee	\$5 each time you reload your card online using your debit card (by logging into MyAccount).

4. In the Limits table on page 10, add a new row as follows:

<b>Limits</b>	<b>AU\$, US\$, EU€, GB£, NZ\$, THB, CA\$, HK\$, JY¥, SG\$ and AED.</b>
Maximum amount you can reload on your Card using a Debit Card	AUD 15,000 in any 24 hour period, AUD 30,000 in any 7 day period; or AUD 60,000 in any 30 day period.

**For the addition of domestic Card to Card and international Card to Card transactions**

5. In the Fees table on page 7, add the following rows:

<b>Fees</b>	<b>AU\$, US\$, EU€, GB£, NZ\$, THB, CA\$, HK\$, JY¥, SG\$ and AED.</b>
Card to Card (Domestic)	FREE when you transfer funds to another Australian issued Cash Passport using domestic card to card functionality.
Card to Card International (International)	The following amounts will apply when you transfer funds to a New Zealand issued Cash Passport using international card to card functionality (or any other overseas issued Cash Passport if we make this available to you): AUD 5.00, USD 4.00, EUR 3.50, GBP 3.00, NZD 5.00, THB 115 (if supported on recipient's Cash Passport), CAD 5.00, HKD 30.00, JPY 375, SGD 5.00, AED 15.00 (if supported on recipient's Cash Passport)

6. In the Limits table on page 10, add the following rows:

<b>Limits</b>	<b>AU\$, US\$, EU€, GB£, NZ\$, THB, CA\$, HK\$, JY¥, SG\$ and AED.</b>
Card to Card (Domestic) – Maximum amount you can transfer to another Australian issued	AUD20,000 or currency equivalent

Cash Passport Platinum or standard Cash Passport in any 24 hour period.	
Card to Card International (International) – Maximum amount you can transfer to a New Zealand issued Cash Passport Platinum or standard Cash Passport in any 24 hour period	AUD20,000 or currency equivalent.

**General updates to the fees applicable to your Multi-Currency Cash Passport**

7. In the Fees table on page 7, delete the row referring to the “Reload fee-instore” and replace it with the following:

<b>Fees</b>	<b>AU\$, US\$, EU€, GB£, NZ\$, THB, CA\$, HK\$, JY¥, SG\$ and AED.</b>
Administrative fee (in-store only)	1.1% of the load/reload amount when conducting a transaction in store.

8. In the Fees table on page 7, delete the rows for International ATM Fee, Cash Over Counter Fee and Negative Balance Fee and replace with the following three rows:

<b>Fees</b>	<b>AU\$, US\$, EU€, GB£, NZ\$, THB, CA\$, HK\$, JY¥, SG\$ and AED.</b>
International ATM Fee	USD 2.50, EUR 2.50, GBP 2.00, NZD 3.50, THB 80.00, CAD 3.50, HKD 18.00, JPY 260.00, SGD 3.50, AED 10.00, AUD 3.50
Cash over counter fee	Not applicable.
Negative balance fee	FREE

9. In the Fees table on page 9, delete the row relating to the “Currency Conversion Fee” and replace with:

<b>Fees</b>	<b>AU\$, US\$, EU€, GB£, NZ\$, THB, CA\$, HK\$, JY¥, SG\$ and AED.</b>
Currency Conversion Fee	FREE (the Spend Rate will apply to foreign exchange transaction in accordance with the Terms and Conditions in the PDS) when a purchase or ATM withdrawal is conducted in a currency that is not loaded on your Card, or when there are insufficient funds in that currency to complete the transaction and the cost is allocated against other currency/ies on your card to fund the transaction.

10. Under the “Important information about different transactions, replace the first 6 paragraphs with the following:

Examples:

Administrative fee for loading or reloading your Card in-store: reload of AUD500 attracts a fee of 1.1% (AUD500 x 1.1% = AUD5.50), therefore the amount payable for your reload for an amount of AUD500 will be AUD505.50.

2 BPAY® reload fee: 1% of the reload amount which will be deducted from your reload amount. For example, a reload of AUD500 attracts a fee of 1% (AUD500 x 1% = AUD5). The amount of your reload will therefore be AUD495. This fee is set and charged by Mastercard Prepaid.

3 Some ATM operators may charge their own fee. If the Currency of your transaction matches one of the Currencies on the Card and there are sufficient funds in that Currency to cover the whole transaction, the relevant fee for that Currency will be applied. If the Currency of your transaction does not match one of the Currencies on the Card or there are insufficient funds in the relevant Currency to cover the whole transaction, then the AUD fee will be applied and will be converted into the last Currency being used to fund the transaction at the Spend Rate on the day the transaction is processed.

4 Domestic ATM withdrawal fee: 2.95% of the amount withdrawn charged at the time when you use your Card to make a withdrawal from ATMs in Australia. For example, if you withdraw AUD200 from an ATM in Australia it will attract a fee of AUD5.90 (AUD200 x 2.95%).

#### Examples of Foreign Exchange Rate

Example 1: The following example is provided to assist you in understanding how the foreign exchange rate is set and applied when you load your Cash Passport by way of an Online Load. You are travelling to the United Kingdom and wish to activate the Cash Passport and load GBP.

- Following Activation you go online and indicate that you wish to load GBP 1,000 into your Cash Passport.
- You are quoted a foreign exchange rate of AUD 1.00 = GBP 0.6501 (GBP 1.00 = AUD 1.538), which is the rate that has been set by Mastercard Prepaid.
- The corresponding Australian Dollar cost to you of AUD 1,538.20 is also quoted.
- This rate and the corresponding cost to you to purchase GBP 1,000 are set when you confirm your purchase.
- You will then be obliged to settle AUD 1,538.20 using methods made available online from time to time.

Example 2: The following example is provided to assist you in understanding how the foreign exchange rate is set and applied when you conduct a Bank Transfer load and your default Currency is not Australian dollars.

- You initiate a Bank Transfer load by making a payment of AUD 2,000 using the reference set out in this PDS and your default Currency is USD.
- At the time the transaction is settled and funds are loaded onto the Cash Passport (which may take up to two or three Business Days) the relevant foreign exchange rate is AUD 1.00 = USD 0.998 (USD 1.00 = AUD 1.002), which is the rate that has been set by Mastercard Prepaid.
- The corresponding USD amount at that rate is USD 1,996, which is loaded into your USD balance.

Example 3: The following example is provided to assist you in understanding how the Spend Rate is applied when you conduct an ATM transaction in a currency that is different to the Currencies on the Cash Passport. Although it describes an ATM transaction the same process will apply to POS transactions. You are travelling to Brazil and wish to withdraw Brazilian Real BRL 50.00 from an ATM there (Funds from your AUD balance will be used first as per the default order of priority – see clause 10 of the Terms and Conditions in the PDS):

- Assuming the Spend Rate is AUD 1.00 = BRL 0.746 the AUD cost will be AUD 67.02 (1/0.746 x BRL 50.00).
- If the merchant settles the transaction on the same day as the purchase, AUD 67.02 will be debited from your AUD balance. If the merchant settles on a subsequent day, then the rate that applies will be the Spend Rate on the day of settlement. You can obtain this exchange rate by contacting Mastercard Prepaid. Any withdrawal fee charged by an ATM operator will be charged in addition to the above amounts.

#### **11. Replace the table under “Important information about allocation of funds across different currencies “Currency to Currency foreign exchange rate” on page 10 with the following:**

The following example is provided to assist you in understanding how the Spend Rate is applied when you conduct a transaction that requires us to allocate funds from several Currencies. You are travelling in the United States of America and while shopping make a purchase for USD 150.00. At the time of this purchase you have the following Currency balances – USD 50, AUD 0, EUR 60, CAD 100. The following application of Funds will take place:

Currency balance before transaction	Amount to debit from Card Fund	Running purchase balance	Spend Rate	Currency balance after transaction
USD 50.0	USD -50.00	USD 100.00	-	USD 0.00
AUD 60.00	AUD -60.00	USD 15.81	USD 1: EUR 0.7127	AUD 0.00
CAD 100.00	CAD -15.98	USD 0.00	USD 1: CAD 1.0109	CAD 84.02

The following example is provided to assist you in understanding how the foreign exchange rate is set and applied when you allocate funds from one Currency to another Currency on your Cash Passport Platinum, or from one currency on your Cash Passport Platinum to a different currency on another person's Cash Passport. You have USD 500 held in the USD Currency balance in your Cash Passport Platinum and you wish to transfer all of it into your GBP Currency balance.

- You go online and indicate that you wish to transfer USD 500 into GBP.
- You are quoted a foreign exchange rate of USD 1.00 = GBP 0.688 (GBP 1.00 = USD 1.453).
- The corresponding amount of GBP 344 that this will enable you to purchase is also quoted.
- Once this is confirmed by you, we will deduct USD 500 from your USD Currency balance and add GBP 344 to your GBP Currency balance.

### **Other general updates**

**12. All references throughout the PDS to “23 March 2015” under “About this Product Disclosure Statement” and each page of the footer are replaced with:**

28 June 2018.

**13. On page 13 of the PDS, under “Complaints”, the Financial Ombudsman’s telephone number should be updated to:**

Australian Financial Complaints Authority  
1800 931 678

**14. In section 18.1 of the Terms and Conditions, the reference to “20 days’ notice” is replaced with:**

30 days’ notice.

**15. In section 19.4 of the Terms and Conditions, add an additional sentence as follows:**

Further information on how we collect, use and disclose your Personal Information can be found at <https://auspost.cashpassport.com.au/help/important-information>