

# Visa Corporate Card and Visa Purchasing Card Guide



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This document contains important information for holders of:

- ANZ Visa Corporate Card, and
- ANZ Visa Purchasing Card.

**Please read this guide, which also includes the Conditions of Use and Fee Schedule before using your new card. If you have any questions or would like more information, please contact our specialist Commercial Cards team on 0800 473 473.**

Thank you for choosing ANZ.

# Getting Started

## 1. Sign Your Card Now

For your security, please sign your card immediately with a ballpoint pen.

## 2. Your PIN

A Personal Identification Number (PIN) is required: For full protection against fraud you'll need to ensure your new card has a PIN loaded before using it. Simply take your card into any ANZ branch with photo identification to load a PIN.

For your security:

- Choose a PIN that can't be easily identified (for example, don't use personal details like your birth date)
- Don't write your PIN down
- Never disclose your PIN to anyone, including your family or bank staff. We will never ask you to disclose your PIN.

See the Conditions of Use, section 3 for more information on PIN security.

## 3. Your Credit Limit

Your credit limit is specified in the letter accompanying your card. This is the maximum amount you can have owing on your card account and must not be exceeded.

If you require a higher credit limit in the future, you must contact your employer who can arrange an increase through ANZ.

Our lending criteria apply.

## 4. Transaction Limits

Your company can set the transaction limit on each card by giving a maximum dollar value per purchase. This allows for greater control on individual cardholder spending.

## 5. Fees

An account fee is charged on opening your card account, and annually thereafter. For fee details see the Fee Schedule for your card in this Guide, visit [anz.co.nz](http://anz.co.nz) or come into any ANZ branch.

# Using Your Card

## 1. Card Transactions

All transactions you make using your card are detailed on your statement each month in New Zealand dollars. Currency conversation charges on foreign currency transactions are also detailed and will appear next to the transaction in New Zealand dollars.

## 2. Refunds and Exchanges

### Refunds

You cannot simply 'stop' a valid purchase with your card like a cheque. If a merchant allows refunds, you should:

- Return the goods along with your copy of the sales voucher (if you are returning goods purchased via telephone, internet or mail order, you should use a courier or registered post, and keep the receipt as proof that goods have been returned)
- The merchant will print out and sign a credit voucher – keep your copy
- We will then credit your account with the full amount of the refund.

### Exchanges

- If the new goods are worth more than those returned, the merchant will provide a new sales voucher to cover the difference.
- If the new goods are worth less, the merchant will provide a credit voucher for the difference. Keep your copy.

If refunds do not appear on your statement within 45 days, write to ANZ Card Operations, PO Box 40, Wellington 6140, enclosing a copy of the credit voucher. Please note: refunds can NOT be made in cash.

### 3. Cash Advances

If you are authorised for cash advances on your card, you can use it to get cash advances from:

- In New Zealand: any bank or ATM
- Overseas: any bank displaying the Visa symbol or any ATM displaying the PLUS symbol.

Please note:

- Minimum and maximum cash advance amounts may apply; these may differ from bank to bank
- A cash advance fee may apply
- Fees may be charged by overseas banks when cards are used in their ATMs , or for making over the counter cash advances.
- Currency conversion charges apply to overseas transactions
- Interest is calculated daily from the date you receive the advance up until the date it is fully repaid. There is no interest-free period on cash advances.

### 4. Security

#### Protecting you – our world-class security

ANZ has security systems and processes in place to protect you against credit card fraud.

#### Chip cards

Your card has a microchip embedded in it to provide added security. The microchip helps prevent fraud by making it more difficult to copy the information on your card.

#### Proactive Risk Manager

Proactive Risk Manager monitors card transactions and helps identify any that may indicate someone is using the card fraudulently. The system alerts bank staff so they can investigate and take action as required.

If suspicious transactions are detected we will try to contact you as soon as possible to verify them (to help us, please keep us informed of your latest contact details). In some cases where there is a strong indication of fraud, we may place a temporary block on your card.

## **Zero liability promise**

Our Zero liability promise means that if fraudulent activity is found to have been committed on your credit card you will be refunded in full, as long as you haven't participated or contributed to the loss or fraud in any way, e.g. giving out your PIN. For more information about liability for fraudulent transactions see the Conditions of Use for your card in this Guide.

## **Protecting yourself**

### **Your PIN**

Keep your PIN secure and never reveal your PIN to anyone, including family or bank staff – we will never ask you for your PIN.

### **Internet, telephone or mail order purchases**

While your card is ideal for purchasing by phone, mail order or over the Internet, there are a few common-sense measures that will help you avoid potential fraud:

- Only deal with reputable merchants or suppliers
- Never give out your PIN over the phone or Internet
- Read any contracts fully and keep copies of order forms or receipts until you have received the goods.

Please note that many Internet sites are based overseas and you may not be safeguarded by New Zealand consumer laws.

## 5. If You Lose Your Card

Please contact ANZ immediately on the numbers below.

- In New Zealand call 0800 269 296.
- From overseas call collect +64 4 470 3142.

## 6. Interest Rate

### Interest rate

The current interest rate for your card is shown on the letter you received with your card, on your monthly statement, and on our website [anz.co.nz](http://anz.co.nz)

## 7. Payments

### Paying your account

For both Visa Corporate Card and Visa Purchasing Cards, your account will be paid in full by direct debit by your company each month.

## 8. Contactless Transactions

Visa payWave<sup>®</sup> enables transactions to be made using both Visa Corporate Card and Visa Purchasing Cards at financial institutions and merchants. Transactions undertaken using Visa payWave<sup>®</sup> are called "Contactless transactions". In New Zealand Contactless transactions of NZ\$80 or less may be completed without entering a PIN or signing the transaction receipt. Contactless transactions of over NZ\$80 will require you to enter your PIN or sign in the usual way. Contactless transaction limits and rules may differ overseas – you will be prompted with instructions by the Contactless terminal as you proceed with a transaction. All Contactless transactions are charged to your Card Account; they cannot be charged to any other transactional accounts.

# Travelling With Your card

## 1. Before You Leave

- Check your card expiry date – if your card will expire while you're away call us on 0800 473 473 to arrange for a replacement card.
- Check your credit limit – will it be enough for your needs while you're overseas?
- Your card is a convenient way to pay and get cash overseas; however you may also wish to take a small amount of travellers' cheques and/or local currency to cover tipping or other incidental costs.
- To help organise your finances while you're away, talk to your Relationship Manager or come into any ANZ branch.

## 2. Foreign Currency Charges and Fees

- Currency conversion charges apply when using your ANZ credit card for foreign currency transactions.
- Fees may be charged by overseas banks when cards are used in their ATMs, or for making over the counter cash advances.

For more details about the charges, how Visa set the exchange rate and other applicable overseas fees, see the Conditions of Use and Fee Schedule for your card in this Guide.



### 3. Visa Global Customer Assistance Services

As an ANZ Visa Purchasing Card or Visa Corporate Card customer you have access to a range of emergency services when travelling overseas, through the Visa Global Customer Assistance Services programme (GCAS).

All services are available 24 hours a day.

Simply call the Visa Global Customer Assistance Services programme toll-free or collect, at any time day or night, wherever you are in the world, and take advantage of the services you are entitled to as an ANZ Visa Purchasing Card or Visa Corporate Card customer.

#### **GCAS services include:**

- Reporting lost/stolen cards
- Emergency card replacement
- Emergency cash disbursement.

#### **Visa Global Customer Assistance Service**

In New Zealand call: 0508 600 300

From overseas call collect: +1 303 967 1090

## Insurance Benefits

### 1. Visa Liability Waiver Insurance

With Visa Liability Waiver Insurance, your Company is protected against unauthorised transactions made by cardholders for up to USD\$25,000 per cardholder per annum with a maximum of USD\$1,650,000 per Company per annum. The first \$100 of each claim is to be met by your Company.

Terms, conditions and exclusions apply. For details, including how to make a claim, refer to the Conditions of Use for your card in this Guide.

Visa Liability Waiver Insurance is underwritten by JLT Risk Solutions Limited.

# Conditions of Use

These Conditions of Use are current as at  
26 March 2018.

**This document is a legal contract between you and ANZ Bank New Zealand Limited, in respect of the issue and use of ANZ Visa Corporate Cards or ANZ Visa Purchasing Cards by your employees.**

**You are responsible for compliance by your employees with these Conditions of Use.**

Please keep this document in a safe place and ensure you and your employees are familiar with it.

You will be bound by these Conditions of Use (as altered from time to time) as soon as either:

- (a) You have agreed in writing to accept the Conditions of Use, or
- (b) Any of your employees to whom a Card is issued at your request has signed or used their Card.

## 1. Definitions

In this document, unless the context otherwise requires:

**'ANZ Group'** means ANZ Bank New Zealand Limited, and any companies owned by, or related to, us, including Australia and New Zealand Banking Group Limited.

**'ATM'/'ATMs'** mean Automatic Teller Machines accepting the Card.

**'Bank'** means ANZ Bank New Zealand Limited or its successors and assigns.

**'Card'** means ANZ Visa Corporate Card or Visa Purchasing Card issued to your employee at your request.

**'Card Account'** means the Visa credit card account on which your employee can use their Card.

**'Cash Advance'** means a cash withdrawal made using a Card against your Card Account.

**'Chip'** means the electronic microchip embedded on cards.

**'Closing Balance'** means the total amount owing on the Card Account to the Bank as at the Closing Date specified in a statement.

**'Closing Date'** means the last date of the statement period as disclosed in a statement.

**'Due Date'** means the date by which you must pay at least the minimum payment due.

**'EBS'** means Electronic Banking Service where transactions are processed through Phone Direct, EFTPOS terminals or ATMs by using a Card with any associated PIN or other approved method of identification.

**'EFTPOS'** means Electronic Funds Transfer at Point of Sale terminals and also includes, where appropriate, ATMs.

**'Nominated Account'** means your account with the Bank nominated by you in your application for a ANZ Visa Corporate Card or Visa Purchasing Card, from which all charges in relation to the Card may be debited.

**'Opening Date'** means the first date of the statement period as disclosed in a statement.

**'PIN'** means the Personal Identification Number or numbers issued by the Bank or selected by your employees for use with a Card for EBS transactions.

**'PLUS'** is the registered trademark of Visa.

**'Phone Direct'** means the Phone Direct telephone banking service operated by the Bank, as amended by the Bank at any time.

**'Visa'** means Visa International Services Association, the licensor of the right to use the 'Visa' brand, and in relation to a Card includes the registered designs and word marks used on or in connection with it.

**'We'** and **'us'** means the Bank.

**'You'** and **'your'** means the Company in whose name a Card is issued.

## 2. Receipt of Cards

We will send a Card to each of the employees that you have listed on the Card Schedule in your application for Cards. Each Card will be embossed with your name, and the name of your employee. Once your employee receives their Card, they must:

- Sign the Card immediately, with their usual signature, on the space provided on the back of the Card

- Keep their Card in their possession or in a safe place at all times in order to preclude its use by anyone else
- The Cardholder will require a four digit PIN for ATM and EFTPOS use. A four digit PIN can be loaded at any ANZ branch.

The Card remains the property of the Bank at all times and you agree to return it if asked.

### 3. The Cardholder's Personal Identification Number (PIN)

**Under no circumstances must the Cardholder keep a written record of their confidential PIN. The PIN is not to be disclosed to anyone else, not even a Bank officer.**

**Important:** Should the Cardholder write the PIN on their Card, keep a record of it with or near their Card or disclose it to someone else, you will be held liable for any transactions, even if they are carried out by an unauthorised person (see section 12 – 'What Happens if Someone Else Uses a Card?').

### 4. Your Card Account

We will maintain a Card Account under your name for all your employees issued with a Card, to which all Card transactions will be charged. You agree that your employees will not use the Card beyond the available credit limit.

**Disputes with Merchants** – The Bank accepts no liability to you, or your employees, for any refusal by a merchant to accept a Card. Any disputes in respect of goods or services purchased using a Card must be taken up with the merchant concerned. The Bank accepts no liability in this regard. You cannot stop payment of a Card transaction that has been validly signed or authorised by your employee.

**Statements** – If summary and/or individual statements are requested, these will be sent each month to the address shown on your application form or to any other address notified by you to us in writing. If you move and do not advise us of your change of address, we will retain your statements until you notify us where they should be sent.

Both statements will be dispatched as soon as possible after the statement period has ended. The Bank will also, at the request of the Employer, send a copy of the individual statement to any cardholder, and in that event the Bank will charge to the relevant Visa Account a monthly fee for that service at the rate fixed by the Bank from time to time.

**Fees** – We will charge you such fees for operating the Card Account as may be set from time to time. A schedule of current fees is provided at the back of this Guide.

## 5. Payments

**Payments of Card transactions** – You agree to pay the outstanding balance of each Card in full each month even though a statement may not have been received, unless agreed otherwise with the Bank.

**Visa Corporate Card** – The Bank will debit your Nominated Account, no later than 17 business days after the cut-off date, with the amount due and specified on each summary statement and any other amounts payable to the Bank hereunder.

**Visa Purchasing Card** – The Bank will debit your Nominated Account, no later than 12 business days after the cut-off date, with the amount due and specified on each summary statement and any other amounts payable to the Bank hereunder.

**How your payments are applied on your Card Account** – Whichever method of payment you use, where applicable your payments are applied in the following order:

1. Interest and fees
2. Cash advances included in the closing balance of your most recent statement
3. Purchases included in the closing balance of your most recent statement
4. Cash advances since the last statement date
5. Purchases since the last statement date.

## 6. Interest Charges

6.1 This section sets out the circumstances in which interest may be charged on your Card Account.

### Interest

6.2 You will not be charged interest on your Card Account if you always pay all of the Closing Balance specified in a statement by the Due Date, other than for Cash Advances (as set out sections 6.5 and 6.6 below).

6.3 If you do not pay all of the Closing Balance specified in a statement by the Due Date, then interest will be charged on:

- (a) each item making up the Closing Balance specified in that statement (this may include purchases, fees, charges and previously charged interest); and
- (b) any purchases made, and fees and charges incurred, from the Opening Date of your next statement

taking into account any payments made to reduce the amounts outstanding under (a) and (b) above from time to time.

6.4 Interest under section 6.3 will be charged from:

- (a) in the case of a purchase the date the purchase was made;
- (b) in the case of a fee or charge the date the fee or charge was incurred; and
- (c) in the case of interest, the date the interest was charged to your Card Account;

until the Closing Date of your next statement.

### Interest on Cash Advances

6.5 You will be charged interest on the daily balance of each Cash Advance you make, except to the extent the Cash Advance is made out of credit funds, from the date of the Cash Advance until the Cash Advance is repaid in full, taking into account any payments made to reduce the balance from time to time.

6.6 Interest will be charged on any interest and fees charged on a Cash Advance from the date the interest or fee is charged to your Card Account until the date that it is paid in full.

## Interest Rates

- 6.7 The interest rates applicable to your Visa Corporate Card or Visa Purchasing Card are specified in the letter you received with your Card and are shown in your monthly statement.
- 6.8 Other than for Cash Advances, the interest rate applying to purchases will also apply to any fees, charges and previously billed interest charged to your Card Account.
- 6.9 The interest rate applying to Cash Advances will also apply to any fees, charges and previously billed interest charged to your Card Account where the fee, charge or previously billed interest relates to a Cash Advance.

## Calculation of interest charge

- 6.10 If interest is charged on your Card Account it will be calculated on a daily basis at the Bank's applicable current daily interest rate (calculated by dividing the applicable current annual interest rate by 365). This interest will be charged to your Card Account on the next closing date and may itself bear interest in accordance with these Conditions of Use.
- 6.11 For the purposes of calculating interest on your Card Account, the end of each day will be the time of day determined by the Bank from time to time.

## 7. Making Purchases

Please be aware that there are risks involved if credit card details are given and transactions authorised before goods or services are received. Please ensure your employees are cautious when purchasing by phone, mail, over the Internet or in any situation where your employees are asked to disclose card numbers and card expiry dates in advance of goods or services being received. We recommend that any contracts are read before supplying credit card details and your employees are satisfied about matters such as the validity of the supplier, the terms of sale, their ability to deliver the goods or services, their exchange/refunds policy, currency of sale, contract details and assurances they give about the security of card details. In addition, we recommend that copies of order forms and receipts are kept until the goods or services are received.

## 8. Other Card Services

If you request any additional services in relation to a Card, you give the Bank authority to debit the Nominated Account with all charges payable to the provider of the service for your participation in it.

The Bank reserves the right to suspend or cancel your and your employee's, right to use additional services available in relation to a Card if at any time you, or your employee, breach these Conditions of Use (including without limitation, where a credit limit has been exceeded, or where repayments have not been made when due).

Third parties who provide additional services in relation to a Card may, as part of their security procedures and for quality assurance purposes, record and retain telephone instructions.

## 9. Limits on The Use of a Card

### Credit limit

Your credit limit is specified in the letter accompanying your Card. This is the maximum amount you can have owing on your Card Account and must not be exceeded.

You agree to ensure your employee does not use the Card beyond the available credit unless you have made a special arrangement with the Bank.

### Transaction limits

You may request that individual transaction limits be placed on a card. This will restrict the amount of any transaction by a cardholder using a Visa Corporate Card or Visa Purchasing Card.

### Cash advance limits

You may request that we restrict the availability of cash advances to a Cardholder at branches or ATMs. The restriction may be applied in full (i.e. no access to cash) or a maximum dollar value per Cash Advance may be applied.



## 10. Cash Advances

Cash advances from ATMs are only available on Cards that have PIN access. Overseas, a Card can be used at any ATM displaying Visa or PLUS marks to obtain a cash advance of the lesser of the available credit or up to NZ\$3,000 per 24 hour period, beginning at midnight, subject to any lower cash advance limit imposed by you.

In New Zealand, a Card can be used at any ATM displaying Visa or PLUS marks to obtain a cash advance of the lesser of the available credit or up to NZ\$2,000 per 24 hour period, beginning at midnight, subject to any lower cash advance limit imposed by you.

The minimum cash advance available in New Zealand is \$20. Different minimum and maximum amounts may be imposed by other institutions, especially when cash advances are taken from ATMs.

Fees may be charged for cash advances - see the Fee Schedule for more information. The Bank accepts no liability or responsibility if your employee is unable to access ATMs in New Zealand or overseas, or your employee is unable to withdraw funds.

## 11. What to do if a Card is Lost or Stolen?

If a Card is lost or stolen, or if you, or your employee, believe that a PIN has become known to someone else, you or your employee must let the Bank know immediately.

**Notification while in New Zealand:** You, or your employee, should immediately contact any branch of ANZ, or ANZ Card Operations as follows:

Freephone 24 hours daily	<b>0800 269 296</b>
Outside New Zealand call collect	<b>+64 4 470 3142</b>

Written confirmations of what has happened must be given to the Bank within 7 days. Please ensure that full details (where, when, how and what) are included, as the Bank may need to relay these details to the police, Visa or merchants.

**Notification while overseas:** If a Card is lost or stolen, or a PIN is disclosed outside New Zealand, you or your employee should immediately report it to the Bank, through the Visa Global Customer Assistance Service. In New Zealand call 0508 600 300, from overseas call collect +1 303 967 1090, or contact the nearest Visa member bank, and confirm the loss or disclosure of a PIN, in writing to the Bank within a reasonable time.

Once the Bank has been advised of the loss of a Card or disclosure of a PIN, the Bank may pass on all relevant information to the police, Visa or merchants.

If the Bank asks you to lodge a formal complaint with the police and you choose not to do so, the Bank may decline any liability for any loss you may suffer.

## 12. What Happens if Someone Else Uses a Card?

Provided that you, or your employee, notify us within a reasonable time period that a Card has been lost or stolen, or a PIN disclosed, you will not be liable for any loss that occurs before you, or your employee, notifies us. This limitation on your liability will not apply if:

- You or your employee has negligently or recklessly disclosed the PIN, (for example, by failing to take reasonable care to prevent others from identifying the PIN while using an ATM or carrying out an EFTPOS transaction)
- A written record of the PIN has been kept on or with the Card, or if you or your employee has kept it in a form that can be readily identified as a PIN
- Your employee has selected an unsuitable PIN such as birth dates, sequential numbers (e.g. 1234), parts of telephone numbers or other easily accessible personal data, or combinations easily identified (e.g. 1111)
- You or your employee has disclosed a PIN to anyone, whether family of the employee or those in apparent authority including bank staff
- You, or your employee, have unreasonably delayed notifying us that a Card has been misplaced, lost or stolen, or that a PIN has been disclosed
- You or your employee has acted fraudulently
- You or your employee have parted with the Card or allowed someone else to use the Card

- You or your employee has failed to reasonably safeguard the Card.

In the event that you have undertaken any of the actions listed above, your maximum liability for loss caused by that breach shall be the lesser of the actual loss at the time of notification, or the maximum amount you and your employee would have been entitled to access over the relevant period.

## 13. The Bank's Liability

Except in the case of fraud by either you, or your employee, the Bank will make good any direct loss you have incurred in relation to an electronic transaction:

- If the Card was forged, faulty, cancelled, expired or has been issued by us in error to someone else
- As a result of a malfunction of the EFTPOS system
- If fraud or negligence of the Bank's employees or another party to the EFTPOS system was involved.

## 14. If You Think We Have Made a Mistake

If you believe you have been charged in error, or have lost money due to an error with the transaction processing through an electronic banking service, or wish to query any aspect of a Card statement, please contact the Bank. If the charge or query relates to a manual paper transaction or an electronic transaction, please contact the Bank within 30 days of the closing date of the statement on which the transaction first appeared.

Full details of the disputed transaction(s) will be required for us to investigate your complaint – i.e. your name and your employee's name, the Card number, the number of the account you think was affected, exactly what happened and when, where the transaction was carried out, the amounts that are involved and what you think you have lost. A copy of the transaction record if available should also be supplied.

The Bank will report to you within 21 days. Should the investigations take longer than that, the Bank will notify you and give you the reasons for the delay.

If the Bank is satisfied that your complaint is justified, the Bank will correct the situation. If, however, our investigations satisfy us that the Bank is not liable, we will advise you of our reasons in writing. If you do not agree with our conclusion, you have the right to invoke the Bank's internal complaints procedure by contacting the Senior Manager ANZ Card Operations.

If you are not satisfied with the outcome of that procedure you may refer the matter directly to the Banking Ombudsman.

## **15. Termination**

If you no longer wish to use your Card, cut it in half and return both halves to the Bank. The Bank may cancel your Card at any time without notice or refuse to renew or replace your Card. If either party ends this Agreement, you will still be responsible for any transactions made up to that time and the outstanding balance of the credit card account will immediately become due and payable. You are also responsible for the cancellation of any payments you have authorised to any third parties from this credit card account. Failure to cancel these transactions may result in valid transactions being applied to your account after closure date. If you become bankrupt or die, this Agreement will be at an end unless you have a joint cardholder, in which case this Agreement will continue as though that cardholder were the sole cardholder.

## **16. Use of Information**

Any information received about you, or any employee, by the Bank will be held by ANZ Bank New Zealand Limited and may be accessed and corrected by you, or your employee (as applicable), under the Privacy Act 1993. This information will be used by the Bank and companies in the ANZ Group to offer or provide you with our products and services and those of selected third parties. It will also be used to offer or provide you with Visa International products, services and information.

You (or your employee) are entitled to advise the Bank in writing that you do not wish to receive information about third party products and services (apart from those of Visa International). Upon receipt of such advice, the Bank will ensure that no such information is sent to you.

You authorise the Bank to make any enquiries from any person or company concerning your credit. In the event of default (in payment of any amount due or any other of these Conditions of Use by you or your employees), the Bank may do any of the following:

- List you as a defaulter with credit reference agencies (prior notice in writing of the Bank's intention to do so will be given to your last known address)
- Use the services of enquiry agents
- Place the debt with a debt collection agent
- The Bank does not need to inform you of the above matters in any future dealings the Bank may have with you.

You agree the Bank can:

- Collect, use and disclose information about you to comply with any laws in New Zealand or overseas applying to the Bank or the accounts, products or services the Bank provides to you. You agree to give the Bank that information if the Bank asks you for it; and
- Give information about you to ANZ Group or any government authority in New Zealand or overseas. The Bank can give information about you to help the Bank comply with laws in New Zealand or overseas or to help the Bank decide what the Bank needs to do to comply with the law in New Zealand or overseas.

## 17. Changes to Conditions of Use

The Bank may change these Conditions of Use at any time. If the change increases your liability for losses, or changes the periodic Transaction Limits applying to a Card, you will be given at least 14 days' notice of the change in writing. For any other changes, you will be advised either in writing, in the public notices columns of major newspapers, a notice on the Bank's website, or through notices posted in the Bank's branches.

## 18. Overseas Card Use

### Optional service

As an additional optional service, you may choose to use your Card with Visa affiliation in ATMs outside New Zealand that display the Visa or PLUS logo and at merchants accepting Visa transactions. Fees apply for this service as explained below.

### Exchange rate selection

When you use your Card outside New Zealand, your transactions will be converted into New Zealand dollars at a rate of exchange set by Visa. Visa set foreign currency exchange rates from a range of wholesale rates available to them (the rates set may differ from the rate Visa itself receives) that are applicable at the processing date of the transaction. Please note that the date of processing will not necessarily be the date the transaction occurs.

There may be differences in the conversion rate for credits and debits on the same day due to the different buy or sell rates used by Visa.

### Foreign currency conversion

At the discretion of Visa, Visa transactions will either be converted directly from the currency in which the purchase was made to New Zealand dollars, or will firstly be converted from the currency in which the purchase was made to US dollars and then converted to New Zealand dollars.

### Currency conversion charges

Currency conversion charges apply to foreign currency transactions.

### Foreign currency debit transactions (e.g. purchases or cash advances):

ANZ applies a currency conversion charge to all Visa foreign currency transactions debited from your Card Account.

### Foreign currency credit transactions (e.g. refunds):

ANZ applies a currency conversion charge to Visa foreign currency credit transactions. In the case of refunds, the currency conversion charge applied to the original debit transaction is not refunded.

Further details of this charge are contained in the Fee Schedule in this Guide.

The currency conversion charge will be shown with your transaction on your account statement, for example:

**Edna's Store (USD 100.00 @ 0.500) (205.00)**  
(Incl Currency Conversion Charge \$5.00)

Use of a Card overseas may be subject to exchange controls and/or other government requirements.

Compliance with these requirements is your responsibility.

Individual service providers may determine the type of transactions permitted and the transaction limits.

Overseas banks and other financial institutions may charge a fee for making cash advances over the counter. Banks and other financial institutions who own overseas ATMs may charge fees for using them. You should be asked to accept the fee at the time of the transaction, and it will appear on your credit card statement. To save on fees, it is generally better to minimise over the counter cash advances, use overseas ATMs sparingly, and not to withdraw small amounts of cash often.

## 19. Time of Use

A Card can be used at any ATM 24 hours daily or such other operating hours as stipulated by service providers. EFTPOS is accessible 24 hours daily, but its availability will be determined by merchants through their own hours of trading and methods of operation. The processing date of any particular transaction debited to your account from an EFTPOS terminal will depend on the time of day that the particular terminal changes over to the next banking day. EBS transactions effected at any time within a day may appear on your account under that same date if it is a banking day, but otherwise under the date of the next banking day.

## 20. Replacement Cards

We will send all replacements Cards to your company mailing address (as specified on your application). If a Card has been lost, stolen or damaged, a new Card will be issued on your request. The Bank may charge a replacement fee for lost or damaged Cards.

## 21. Visa Liability Waiver Insurance

### Activating Visa Liability Waiver Insurance

Should you discover unauthorised charges, you must take the following steps to activate the Visa Liability Waiver Insurance.

1. Deliver or send to the employee a written notice, stating that the Card will be cancelled and that the employee should immediately discontinue all use of the Card.
2. Make every effort to retrieve the Card from the employee.
3. Request a 'Visa Liability Waiver Insurance – Card Cancellation Form' from the Bank, and complete it stating:
  - that the Company requests waiver of charges and cancellation of the Card
  - the Cardholder's name, Card number and last known home address, and
  - whether the Card has been retrieved from the Cardholder.
4. If the Card has been retrieved from the Cardholder, cut it in half through the magnetic stripe and the Chip and return it to the Bank with the Cancellation Form.
5. Send the Card Cancellation Form, together with a copy of the notice given to the employee, by registered mail within 14 days of discovering the loss to:

**ANZ**

Card Operations – Commercial Cards  
PO Box 40  
Wellington 6140

Utilise any monies held for or on behalf of the employee to avoid or reduce any claim where you are legally entitled to do so. ANZ will send you a Claim Form to complete.

### Claims Procedure for Visa Liability Waiver Insurance

If you have activated Visa Liability Waiver Insurance and sent the 'Visa Liability Waiver Insurance – Card Cancellation Form' to the Bank, a claim form will be sent to you to be completed.

The completed claim form, and all information and evidence relating to the claim, must be sent within 30 days of notifying the Bank to the underwriter's agent:



**International SOS Assistance**

Sixth Floor  
Landmark House  
Hammersmith Bridge Road  
London W6 9P  
United Kingdom

The underwriters, JLT Risk Solutions, will make payment of any unauthorised charges within the terms of the policy to ANZ Card Operations who will arrange payment to your Business. Unauthorised charges will not be met where the charges are:

- Billed more than 75 days prior to the date when you discovered the loss
- Not notified to ANZ Card Operations using the Visa Liability Waiver Insurance – Card Cancellation Form within 14 days of you discovering the loss
- Incurred but not billed at the date of you discovering the loss or up to 14 days after the Bank receives a request to cancel the affected Cardholder's Card, whichever occurs earlier, or
- Discovered more than 75 days after this policy or your insurance ends, whichever occurs earlier.

The instructions and information set out above are for general guidance and do not purport to be full possible descriptions. If you require further information on the Visa Liability Waiver Insurance policy please contact ANZ Card Operations – Commercial Cards.

This policy is underwritten by

**JLT Risk Solutions Limited**

Jardine House  
6 Crutched Friars  
London EC3N2PH  
England

## **22. Contactless Transactions**

Visa payWave® enables transactions to be made using both Visa Corporate Card and Visa Purchasing Cards at financial institutions and merchants. Transactions undertaken using Visa payWave® are called “Contactless transactions”. In New Zealand Contactless transactions of NZ\$80 or less may be completed without entering a PIN or signing the transaction receipt. Contactless transactions of over NZ\$80 will require you to enter your PIN or sign in the usual way. Contactless transaction limits and rules may differ overseas – you will be prompted with instructions by the Contactless terminal as you proceed with a transaction. All Contactless transactions are charged to your Card Account; they cannot be charged to any other transactional accounts.

## **23. Relationship of Conditions of Use to Other Accounts**

These Conditions of Use must be read with the terms and conditions applying to any other account or facility which you have with the Bank. If those other terms and conditions conflict with these Conditions of Use, these Conditions of Use will take priority in respect of your Card Account.

# Fee Schedule

## ANZ Visa Corporate Card and Visa Purchasing Card

Standard Fees	
Visa Corporate Card account fee	\$35 per annum
Visa Purchasing Card account fee	Capped at \$100 per annum based on your company spend

Non-Standard Fees	
Statement copy	\$3 per copy
Dispute handling fee	\$15
Replacement card	\$10 per card
Urgent card fee	Courier fee (domestic and international)

Optional Service Fees	
<b>Currency Conversion Charge</b> (Applies to foreign currency transactions)	2.5% of the \$NZ amount

Cash Advance Fees (on credit and debit balances)	
In New Zealand	
ANZ and non-ANZ ATMs	No charge
Staff Assisted	\$3
Overseas	
<b>Overseas ATM and Staff Assisted</b> (Applies to all credit card transactions). Overseas banks and other financial institutions: <ul style="list-style-type: none"> <li>• who own overseas ATMs may charge a fee for using them</li> <li>• may charge a fee for making cash advances over the counter</li> </ul> Currency conversion charges will also apply.	No charge

