

Detailed Credit Card Product Guide

November 2023

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Accepting your Credit Card Contract Offer

When you access the credit in the account for the first time you will have been taken to accept the Credit Card Contract Offer.

If you do not access the credit or activate your Credit Card within 90 days, we reserve the right to close the Credit Card facility. We will attempt to contact you prior to closing the facility. If we do close the facility, then we will write to you to advise accordingly.

Card and PIN Security

To prevent fraud or the unauthorised use of your card, remember to

- sign your card as soon as you receive it;
- keep it in a safe place;
- if you change the PIN, do not select a PIN that represents your birth date or a recognisable part of your name;
- never write the PIN on the card;
- never write the PIN on anything that is kept with or near the card;
- never lend the card to anybody;
- never tell or show the PIN to another person, including your family and friends;
- use care to prevent anyone seeing the card number and PIN being entered;
- immediately report the loss, theft or unauthorised use of the card to Summerland;
- examine your periodical statement immediately upon receiving it to identify and report, as soon as possible, any instances where the card has been used without your authority; and
- immediately notify Summerland of any change of address.

PIN

Within Australia you are required to authorise all in-store transactions at EFT Terminals with a PIN, excluding payWave and contactless transactions. Summerland will provide a PIN to use with your card.

You agree to protect the PIN as a means of preventing fraudulent or unauthorised use of the card by following the security guidelines above.

Using the card

Summerland will advise you from time to time

- what EFT Transactions may be performed using the card; and
- what EFT Terminals of other financial institutions may be used.

Summerland does not warrant that Merchants or EFT Terminals displaying card signs or promotional material will accept the card. Summerland does not accept any responsibility should a Merchant or EFT Terminal displaying card signs or promotional material refuse to accept or honour a card, or should a Merchant or other financial institution impose additional restrictions on the use of the card.

The card may only be used to perform transactions on your linked account(s). Summerland will advise you of:

- the accounts which you may link to the card; and
- any credit facility which you may link to your linked account.

Summerland will debit your linked account with the value of all withdrawal EFT transactions and credit your account with the value of all deposit EFT transactions.

If a linked account is in the name of more than one person, then each party to that account will be jointly and severally liable for all EFT Transactions on that account.

Transactions will not necessarily be processed to your linked account on the same day.

You will continue to be liable to Summerland for the value of any EFT Transaction occurring after you have closed your linked account(s) or after you cease to be a member of Summerland.

Visa Zero Liability

Visa's Zero Liability Policy ensures that when you use your Summerland Visa card and select the 'credit' option, you won't be responsible for fraudulent charges or unauthorised purchases made with your card or account information, provided you comply with Visa's policy. Visa's Zero Liability policy does not apply to ATM transactions.

Additional cardholders

You can add additional cardholders to your account. However, if the account is a credit card and the facility is a joint account all owners to the account will need to approve any additional cardholders.

We may issue additional Visa cards, at our discretion, to persons whose identity has been verified in accordance with requirements of the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006* and any other relevant laws.

All transactions effected or authorised by an additional cardholder are treated as having been authorised by you and you will be responsible for them. You need to make sure additional cardholders read these terms and conditions and comply with them in the same way that you do. You will be liable for any breach of these terms and conditions by additional cardholders.

Additional cardholders can operate linked accounts in the same way that you can and can access financial information about the account, including transaction, credit amount and payment information.

You can instruct us by phone or face to face in a branch to cancel an additional card, you will not be liable for any losses resulting from unauthorised use of the additional card following cancellation.

Using Visa outside Australia

You agree to reimburse us for any costs, fees or charges of any nature arising out of a failure to comply with any exchange control requirements.

All transactions made overseas on the Visa Card will be converted into Australian currency by Visa Worldwide, and calculated at a wholesale market rate selected by Visa from within a range of wholesale rates or the government mandated rate that is in effect one day prior to the Central Processing Date (that is, the date on which Visa processes the transaction).

All transactions made in a foreign currency on the Visa Card are subject to a conversion fee. Please refer to the Fees & Charges and Transaction Limits schedule for the current conversion fee.

Some overseas merchants and ATMs charge a surcharge for making a transaction using your Visa card. Once you have confirmed that transaction you will not be able

to dispute the surcharge. The surcharge may appear on your statement as part of the purchase price.

Cash Advances

For a Visa credit card, a cash advance includes the following transactions:

- cash withdrawal from an ATM, in Australia or overseas;
- an over the counter cash withdrawal from a Summerland or other financial institution branch;
- an internal or external transfer from your credit card account using Internet, Mobile or Phone banking;
- a direct debit as processed using a BSB and your credit card account number, as opposed to a recurring visa purchase using your credit card 16 digit number which is a normal purchase;
- items we consider equivalent to cash, such as traveller's cheques and certain purchases;
- dishonoured payments.

For a Visa debit card, a cash advance includes a cash withdrawal from an ATM overseas or an over the counter cash withdrawal from another financial institution branch.

These transactions will incur a cash advance fee, and specifically for a credit card, a higher rate of interest on that cash advance, as outlined in your Credit Card Contract.

Credit Cards – Balance transfers

We may offer special rates on balance transfers. You will need to apply for these and we give you information about any conditions of the offer on our website or when you ask.

The minimum amount for a balance transfer is \$1,000. Transfers can occur only from Australian issued non-Summerland cards. You must not be in default of the terms and conditions relating to your Summerland card or other financial institution card.

We will not be responsible for delays or charges associated with processing. We will not close the card account held with the other financial institution - you will need to arrange this.

At the end of the balance transfer period the balance transfer amount unpaid will revert to the Annual Percentage Rate for purchases that is current at the time. During

the balance transfer period you will be eligible for interest free periods on purchases. Further information is provided in the section below.

The amount of the balance transfer will be included in the closing balance shown on your statement of account each month. Minimum repayments must be paid during the balance transfer period. The minimum repayment calculation will include the balance transfer amount.

Credit Cards – Interest free period on purchases

Your card comes with an interest free period of up to 56 days on purchases. We will not charge you interest on purchases in these circumstances:

- (a) from the start of your credit card contract until the due date for the first statement cycle;
- (b) from the due date of a statement cycle to the due date of the next statement cycle, provided the closing balance of the first-mentioned statement cycle is paid in full by the first-mentioned due date; or
- (c) from the date you pay the outstanding balance of the credit card contract to the due date of the next statement.

However, we will charge you interest on unpaid purchases from the day after a due date where you have not paid the closing balance in full.

By way of explanation, the closing balance of a statement cycle is the outstanding balance of the credit card contract as at the closing date of a statement cycle. Please refer to the Credit Card Contract Offer which sets out how interest charges on purchases are otherwise calculated.

You will be charged interest on cash advances.

Credit Cards – Statement of account

We will send a statement of account at the end of each month. The statement includes the amount you owe (closing balance) and the minimum repayment amount and its due date, which is 25 days from the day the statement is issued.

Credit Cards – Repayments

If you owe less than \$20, your minimum repayment is the amount you owe. Otherwise your minimum repayment is \$20 or 2.50% of the closing balance of the

statement of account, whichever is the greater. Also, the minimum repayment will include any amount by which you have exceeded the credit limit.

You must make repayments by the due date. You should check your Credit Card Contract and statement of account for more information about making credit card payments.

A repayment is not treated as being made until the date we credit the full amount of the payment to your account in the ordinary course of business. Depending on how you pay, you should allow adequate time for your payment to reach the account. If the due date is not a business day, then payment must be made on the last business day before the due date.

Repayments are applied towards the closing balance of your last statement of account, until the balance is paid in full. We first pay off your transactions that have the highest interest rate as at the statement date. Payments are then applied to balances from the current statement period.

Refunds credited to your account are not considered repayments.

Pre-authorisations

If you select the 'credit' option when using your Visa card, your transaction will need to be authorised before it can proceed. The purpose of the authorisation is to;

- 1) confirm there are sufficient funds available;
- 2) ensure the card has not been reported lost or stolen; and
- 3) ensure the card is valid.

An authorisation may also be completed for a transaction that occurs at a later time such as hotel accommodation, car hire and flight booking. The authorisation will remain in place until the authorisation has been processed or has expired.

You acknowledge and agree that

- Summerland has the right to deny authorisation for any EFT transaction for any reason; and
- Summerland will not be liable to you or any other person for any loss or damage that you or such other person may suffer as a result of such refusal.

Report Loss, Theft or Unauthorised use of the card or PIN

If you or your Nominee believes the card has been misused, lost or stolen or the PIN has become known to someone else, you or your Nominee must immediately contact Summerland. We are available for this notification 24 hours a day, 7 days a week at a toll free number as listed at the beginning of this booklet. Or you can update the status of the card to lost or stolen in internet banking or the banking app

When notifying us, you or your Nominee must tell us any personal information we ask you to provide to assist in identifying you and the card.

We will acknowledge the notification by giving a reference number. Please retain this number as evidence of the date and time you contacted us.

If we are unavailable at the time notification is attempted, the loss, theft or unauthorised use must be reported to Summerland as soon as possible. Summerland will be liable for any losses arising because we are not operating at the time of attempted notification, provided that the loss, theft or unauthorised use is reported to Summerland as soon as possible.

Cancellation and return of the card

The card always remains the property of Summerland.

Summerland can immediately cancel the card and demand its return or destruction at any time for security reasons or if you breach these terms and conditions or the terms and conditions of your linked accounts, including by capture of the card at any EFT Terminal.

Summerland may, at any time, cancel the card for any reason by giving you 30 days written notice. The notice does not have to specify the reasons for the cancellation.

You may cancel your card or any card issued to your Nominee(s) at any time by giving Summerland written notice.

You will be liable for any transactions you or your Nominee(s) make using the card before the card is cancelled but which are not debited or credited to your linked account until after cancellation of the card.

However, you will not be liable for any losses resulting from continuing unauthorised use of that card provided you

- take all reasonable steps to ensure the card is destroyed or returned to us; and

- do not act fraudulently or otherwise cause the loss.

Use after cancellation or expiry of the card

You must not use the card or allow your Nominee to use the card:

- before the valid date or after the expiration date shown on the face of the card; or
- after the card has been cancelled.

You will continue to be liable to reimburse Summerland for any debt incurred through such use whether or not you have closed your linked account(s) at Summerland.

Disputed Transaction

A disputed transaction may include:

- 1) a transaction which you believe was not authorised by use of your card; or
- 2) a transaction that you wish to dispute. This may include a transaction that has been processed to your card more than once, or a transaction that was authorised by the use of your card which you wish to dispute.

Despite notifying Summerland of a disputed transaction you remain liable for any cash withdrawal or purchase made by using your card.

Chargeback Rights

Visa has a dispute resolution process that is contained in its operating rules. This process sets out specific circumstances and timeframes in which a member of the scheme (e.g. a financial institution) can claim a refund in connection with a disputed transaction on your behalf. This is referred to as a 'chargeback right'.

This 'chargeback right' does not apply to transactions at eftpos terminals accessing your nominated account using the 'savings' or 'cheque' option.

Our ability to investigate any disputed transaction on your Visa card and subsequently process a chargeback is restricted by the time limits imposed under the operating rules for the Visa card scheme.

We will process a chargeback for you when you have notified us of the disputed transaction within the required time frame. The timeframes within which we process a chargeback vary between 75 days and 120 days depending on the type of disputed transaction.

Our ability to dispute a transaction on your behalf (where a chargeback right exists) may be lost if you do not notify us within the required timeframes.

Where it can be shown that you have unreasonably delayed notifying us, you may be liable for the loss on any disputed transaction.

While your dispute is being investigated by us, the value of the disputed transaction will be withheld against the account linked to the Visa card until the dispute is resolved.

Notification Procedures for disputed transactions

You should immediately notify us of any disputed transaction.

Summerland recommends that you carefully read each statement as soon as you receive it. You may also wish to check your current transaction history via Internet, Mobile or Phone Banking.

You must give us any information you have about how the disputed transaction occurred. We may require you to confirm details in writing.

You must give Summerland the following information:

- 1) your name, account number and card details;
- 2) the error or the transaction you are unsure about;
- 3) a copy of the periodical statement in which the unauthorised transaction or error first appeared;
- 4) an explanation, as clearly as you can, as to why you believe it is an unauthorised transaction or error;
- 5) the dollar amount of the suspected error. and
- 6) if your complaint concerns the authorisation of an EFT Transaction, Summerland may ask you or your Nominee to provide further information.

Summerland will investigate your complaint. If we are unable to settle your complaint to your and our satisfaction, we will advise you in writing of the procedures for further investigation and resolution. We may request further relevant details from you.

Within 21 Days of receipt from you of the details of your complaint, Summerland will

- 1) complete its investigations and advise you in writing of the results of its investigations; or
- 2) advise you in writing that it requires further time to complete its investigation.

Summerland will complete its investigation within 45 days of receiving your complaint, unless there are exceptional circumstances.

If Summerland is unable to resolve your complaint within 45 days, we will let you know the reasons for the delay and provide you with monthly updates on the progress of the investigation and its likely resolution date, except where we are waiting for a response from you and you have been advised that Summerland requires a response.

If your complaint has not been resolved within 120 days of receipt of the details of your complaint, Summerland will resolve the complaint in your favour.

If Summerland finds that an error was made, we will make the appropriate adjustments to your linked account including interest and charges (if any) and will advise you in writing of the amount of the adjustment.

When Summerland advises you of the outcome of its investigation, we will notify you in writing of the reasons for our decision by reference to these Terms and Conditions and the ePayments Code and advise you of any adjustments we have made to your linked account.

If Summerland decides that you are liable for all or any part of a loss arising out of unauthorised use of the card or PIN, we will:

- 1) give you copies of any documents or other evidence we relied upon; and
- 2) advise you in writing whether or not there was any system or equipment malfunction at the time of the relevant transaction.

If Summerland fails to carry out these procedures or causes unreasonable delay in resolving your complaint, we may be liable for part or the entire amount of the disputed transaction where that failure or delay has prejudiced the investigation's outcome.

Rewards Program

These Terms and Conditions govern your participation in the Summerland Credit Card Rewards Program.

You should also read our Accounts and Access Facilities Conditions of Use, Summary of Accounts and Access Facilities and your Credit Contract. The Credit Contract means the contract entered into between you and Summerland Bank to provide you with a credit card facility. The Rewards Program Terms and Conditions do not form part of your Credit Contract with Summerland Bank.

How does it work?

The Rewards Program is available for customers who have a Rewards credit card.

You earn one reward point for every two Australian dollars you spend on eligible transactions. These points are then converted into cash and paid back to you monthly.

Who is eligible?

You are automatically a member of the Rewards Program if you have a Summerland Rewards credit card.

How can I earn points?

You earn one reward point for every two Australian dollars you spend on your Card, except for Ineligible Transactions. The reward points you earn in a month are added to your total reward points balance at the end of the month.

The maximum number of reward points you can earn during each 12 month period is 100,000 points. Each 12 month period is determined from your card establishment date.

We may from time to time award you bonus reward points as part of a promotion or offer.

What are Ineligible Transactions?

Ineligible transactions do not earn reward points. These include cash advances and transactions we treat as BPAY® transactions, balance transfers, fees, interest charges, payments to other credit card accounts and transactions that exceed your credit card account limit.

When won't I earn points?

You will not be eligible to earn reward points if:

- a) You are in default under the credit card contract and have been provided with notice by us of this default;

- b) You or any additional cardholder has acted fraudulently or there has been fraudulent use of your credit card;
- c) You or any additional cardholder breaches these terms and conditions;
- d) Your card has been reported as lost or stolen;
- e) You have reached the reward points cap of 100,000 points per annum;
- f) The transactions charged to your account are ineligible transactions;
- g) The transactions are refunds or reimbursements; and
- h) The transactions relate to the conduct of a business or are used to make business purchases.

If a transaction made on your credit card is reversed, or a payment you made with your credit card is refunded, the points you earned from that transaction or payment will be deducted from your total points at the end of the month.

How are my reward points converted to cash?

At the time your new credit card is set-up, any cash you earn from the Rewards Program will be credited to your credit card account by default. You can nominate another Summerland account if you wish.

The rewards points will convert to a cash value at the rate of 1000 rewards points equating to a cash payment of \$10.00.

The payment of cash will occur automatically each month, from the date your credit card account is established.

If cash you earn is paid into your credit card account, then it may be set off against the closing balance of the account and contribute to meeting your minimum monthly repayments under your Credit Contract.

How do I track my points?

You can view your total points earned on your monthly credit card statement.

Can I add an additional cardholder?

An additional cardholder's access to and use of the Rewards Program is governed by these Terms and Conditions. You should ensure that any additional cardholder has read, understood and complies with these Terms and Conditions.

All points earned by additional cardholders are allocated to the primary cardholder and also paid to the one account.

What happens if I close my credit card account?

If you close your credit card account, your points balance will be converted into cash and paid into the credit card account, or an account you nominate.

Your points cannot be transferred or assigned to another person.

Our rights

At any time, we may:

- vary the Rewards Program Terms and Conditions;
- terminate the Summerland Rewards Program;
- cancel or restrict your access to the Summerland Rewards Program;
- change the cash value of converted points;
- change your total points balance; and
- change the eligible Summerland account into which cash is paid.

Contacting us

Phone	1300 728 728 within Australia +612 6620 7098 outside Australia
Mail	PO Box 657, Lismore NSW 2480
Email	info@summerland.com.au
Fax	(02) 6622 6433 within Australia
Website	summerland.com.au
Internet banking	summerland.com.au/ib
SMS	0448 221 999
National Relay Service	TTY/Voice 133 677
Speak and Listen	1300 555 727 www.relayservice.com.au

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