



KEY INFORMATION ABOUT YOUR CREDIT CARD

Effective: 15 April 2024



This document sets out key information about your credit card account and should be read in conjunction with your welcome letter and the enclosed Conditions of Use.

Payments.

You are required to pay the minimum payment each month by the pay by date shown on your monthly account statement. The minimum payment is whatever is greater out of 2% of the closing balance shown on your monthly statement or \$5, plus any additional amounts as described in the Conditions of Use. If you make only the minimum payment each month, you will pay more interest and it will take you longer to pay off the unpaid balance.

Fees and charges.

Refer to the Credit Card Transaction and Service Fees set out below.

Westpac's fees and charges may vary from time to time. For current information on our fees and charges, you should refer to the "Credit and Debit Card service fees" section of Westpac's Transaction and Service Fees brochure which is available from any Westpac branch or online:

Personal banking: [Transaction-and-service-fees-Personal-Banking-Westpac-NZ.pdf](#)

Business banking: [Business-transaction-and-service-fees-Westpac-NZ.pdf](#)

Your right to cancel.

You have a right to cancel your credit card at any time by notifying us. If you notify us in writing that you want to cancel your credit card within 25 days from the date the Conditions of Use are sent to you, we will refund any annual account or joint/additional cardholder fees. Please see the Conditions of Use for more information about your right to cancel.


Unforeseen hardship.


If you are in financial difficulty, it is important that you don't ignore the problem. Contact us as soon as possible if you are having problems meeting your payment obligations or think that you may experience difficulty doing so in the near future.

If you are not able, because of illness, injury, loss of employment, the end of a relationship or other reasonable cause, to meet your obligations under the credit card agreement, but you expect that a change to the credit card agreement would enable you to meet your obligations, you may apply in writing to have the credit card agreement changed.

We may, but are not obliged to, agree to a change to the credit card agreement. We will write and let you know the outcome of your application. If we do not agree to the requested change we will explain our reasons in writing.

There are limits on when and how often you can make a hardship application. For more information about financial hardship contact us:

 **Visit your local branch (a branch locator tool can be found online at westpac.co.nz/contact-us/branch-finder)**

 **0800 772 771 Monday to Friday from 8am to 6pm; or**

 **westpac.co.nz**

What to do if you have a complaint.

We're here to help, so if you have any concerns or problems, let us know.

We'll acknowledge that we've received your complaint within five business days and do our best to address any issues. Learn more at westpac.co.nz/contact-us/complaints.

If we can't address your issue immediately, we will let you know when you can expect to hear back from us. Once we've addressed your issue, we'll be in touch to check you are happy with the resolution.

If you're still not satisfied, our Customer Solutions team will step in to help.


 **0800 351 494**

 **customersolutions@westpac.co.nz**

Westpac is a member of the Banking Ombudsman Scheme – they're here to help resolve disputes and their service is free and independent. If you're still unhappy after our review, you can get in touch with the Banking Ombudsman Scheme:

 **0800 805 950**

 **help@bankomb.org.nz**

 **Banking Ombudsman**
Freepost 218002
PO Box 25327
Wellington 6146

Financial Services Provider registration.

Westpac is a registered Financial Services Provider. You can find our registration details by searching for Westpac New Zealand Limited, registration number FSP35681 on the Financial Services Provider Register at fspr.govt.nz.

Restrictions on transactions.

The maximum daily limit for transactions on your credit card account made with your card or any payment instrument is set out below:

Card type	ATM cash - Domestic			ATM cash - Overseas
	Per transaction	Total	ATM transfer	Total (NZD)
Credit Card (Mastercard [®])	\$2,000	\$3,000	\$10,000	\$2,000

Card type	Retail purchase - Domestic		Retail purch. - Overseas
	EFTPOS Chq/Sav	EFTPOS - CR or card not present	Credit only (NZD)
Westpac Fee Free Mastercard [®]	\$10,000	\$20,000	\$20,000
hotpoints [®] Mastercard [®]	\$10,000	\$20,000	\$20,000
Airpoints [™] Mastercard [®]	\$10,000	\$20,000	\$20,000
hotpoints [®] Platinum Mastercard [®]	\$10,000	\$20,000	\$20,000
Airpoints [™] Platinum Mastercard [®]	\$10,000	\$20,000	\$20,000
BusinessPLUS Mastercard [®]	\$10,000	\$100,000	\$100,000
Airpoints [™] Business Mastercard [®]	\$10,000	\$100,000	\$100,000
hotpoints [®] World Mastercard [®]	\$10,000	\$30,000	\$30,000
Airpoints [™] World Mastercard [®]	\$10,000	\$30,000	\$30,000

You will be required to enter your PIN or sign to use your card or your other payment instrument(s) for contactless transactions in New Zealand over \$200.

These restrictions on transactions may change from time to time. For current information, you should refer to westpac.co.nz.

Credit card transaction and service fees

Personal cards.

Card account type	Annual Fee	Charged ¹
Westpac Fee Free Mastercard [®]	N/A	
hotpoints [®] Mastercard [®]	\$40	
Airpoints [™] Mastercard [®]	\$70	\$35
hotpoints [®] Platinum Mastercard [®]	\$70	\$35
Airpoints [™] Platinum Mastercard [®]	\$125	\$62.50
hotpoints [®] World Mastercard [®]	\$285	\$142.50 ²
Airpoints [™] World Mastercard [®]	\$310	\$155 ²

¹ Charged every 6 months in advance.

² Refunded if you spend \$50,000 or more between your fee charges.

Business cards.

Card account type	Annual Fee	Charged ¹
BusinessPLUS Mastercard [®] ²	\$100	\$50
Airpoints [™] Business Mastercard [®] ²	\$145	\$72.50

¹ Charged every 6 months in advance.

² You will be personally responsible for all credit extended by Westpac under a BusinessPLUS Mastercard[®] or Airpoints[™] Business Mastercard[®], irrespective of whether a business name appears on the card.

Joint/additional cards.

Card account type	Annual Fee	Charged ¹
Westpac Fee Free Mastercard [®]	N/A	
hotpoints [®] Mastercard [®]	\$15	
Airpoints [™] Mastercard [®]	\$15	\$7.50
hotpoints [®] Platinum Mastercard [®]	\$25	\$12.50
Airpoints [™] Platinum Mastercard [®]	\$25	\$12.50
BusinessPLUS Mastercard [®]	\$25	\$12.50
Airpoints [™] Business Mastercard [®]	\$25	\$12.50
hotpoints [®] World Mastercard [®]	\$100 [^]	\$50
Airpoints [™] World Mastercard [®]	\$100	\$50

¹ Charged every 6 months in advance.

[^] Your first joint or additional card is free.

Mastercard[®] cash advances.

In New Zealand	ATMs	Free
Overseas	ATMs or at a branch	Free*

Note: *An ATM service fee may be charged by the ATM provider and some overseas banks may charge extra.

Foreign currency fees.

Fee Free Mastercard [®]	N/A
All other personal credit cards	1.95% of transaction amount*
Business card	2.5% of transaction amount*

* Also charged when accessing your transaction, savings or revolving credit account with your Westpac credit card from overseas.

Delivery fees.

Replacement card	Free
Courier delivery – New Zealand	Courier costs may vary
Courier delivery – overseas	Courier costs may vary

Credit card minimum payment.

Minimum payment	2% of statement closing balance or \$5 whichever is greater, plus any additional amounts as described in the Conditions of Use
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Westpac may impose such restrictions as it reasonably thinks fit for the efficient processing of transactions and in order to reduce your and Westpac's exposure to theft or fraud. These restrictions may include maximum daily transaction limits for Electronic Funds Transfer. Transactions made with your card or any payment instrument(s), details of which are available at westpac.co.nz. The current transaction restrictions are set out above under "Restrictions on transactions". Conditions of Use for the applicable card apply. Hotpoints terms and conditions apply. You must be a member of Air New Zealand's Airpoints™ programme to be eligible to earn Airpoints Dollars™. Airpoints terms and conditions apply. See airnewzealand.co.nz/airpoints for details. These fees are subject to change by Westpac.

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