

# Variation Notice



QANTAS  
MONEY

National Australia Bank Limited (ABN 12 004 044 937, AFSL and Australian Credit Licence 230686) ("NAB") is the Credit Provider and Issuer of Qantas Premier Credit Cards on behalf of Qantas Airways Limited ABN 16 009 661 901. NAB has acquired the business relating to these products from Citigroup Pty Limited (ABN 88 004 325 080, AFSL and Australian Credit Licence 238098) ("Citi") and has appointed Citi to assist to administer the products until the Transition Date which is planned to occur on or after 8 September 2025.

Our/us/we means NAB unless the context otherwise requires it.

This variation notice provides full details of the changes, as they apply to the following:

**1. Qantas Premier Credit Card Terms and Conditions and Other Important Information**

- **Part A:** Qantas Premier Credit Card Terms and Conditions;
- **Part B:** Privacy;
- **Part C:** Credit Guide;
- **Part D:** Information Statement; and
- The '**Contact us**' section at the end of the booklet.

**2. *Your Financial Table***

**3. Qantas Premier Credit Card Rewards Terms and Conditions**

**4. Qantas Premier Credit Card Digital Wallet Terms and Conditions**

- Qantas Premier Credit Card Apple Pay Terms and Conditions; and
- Qantas Premier Credit Card Google Pay Terms and Conditions.

**5. Qantas Premier Titanium Credit Card Complimentary Insurance Terms and Conditions**

**6. Qantas Premier Titanium Credit Card Benefit Terms and Conditions**

**7. Direct Debit Request Service Agreement (if you repay your Account via direct debit)**

These changes will be effective when *your* renamed Qantas Money Titanium Credit Card is moved to the new system. This is planned to occur on **8 September 2025 (Transition Date)**. We will confirm this date with *you* and let *you* know if there is any delay.

To view the updated terms and conditions that will govern *your Account*, visit <https://www.qantasmoney.com/terms-and-forms>.

It is important that *you* read this notice carefully and keep a copy of it for *your* records.

# What are the changes

## 1. Qantas Premier Credit Card Terms and Conditions and Other Important Information

- To align with Qantas Money branding and the change to *your* product name, we're changing the name of this booklet to 'Qantas Money Credit Card Terms and Conditions and other Important Information' and Part A of this booklet to 'Part A: Qantas Money Credit Card Terms and Conditions'.
- We're amending several sections in Part A and replacing it with a new Part A from the Transition Date. Please read the summary of changes to Part A on page 4 of this notice together with Part A contained in the **Qantas Money Credit Card Terms and Conditions and Other Important Information** booklet.
- We're making updates to **Part B: Privacy** to:
  - remove references to Citigroup Pty Limited (Citi) and its related companies as Citi will no longer provide any assistance in administering *your Account* from the Transition Date;
  - further explain some of the purposes for which we collect, use and disclose *your* personal information; and
  - *our* contact details. If *you* have any privacy related queries, login and chat with *us* or write to:  
Qantas Money Credit Cards – Privacy  
GPO Box 9992  
Melbourne VIC 3001
- We're updating the following in the **Part C: Credit Guide**:
  - the 'How *you* can contact *us*?' section, which *you* can do by logging in and chatting with *us*, or calling 1300 992 700;
  - further explain the credit activities we may engage in; and

- the ways in which *you* can lodge a complaint, which are:
  - by phone – call *us* on 1300 861 537 Monday to Friday, 8am to 6pm (Melbourne time);
  - by email to [customerresolutions@creditcards.qantasmoney.com](mailto:customerresolutions@creditcards.qantasmoney.com);
  - in writing to:  
Qantas Money Credit Cards –  
Customer Resolutions  
Reply Paid 2870  
Melbourne VIC 8060
- We're making a minor update to the response to question 14 'What do I do if I cannot make a repayment' in the **Part D: Information Statement** to remove repetitive text that isn't required. The changes to this response don't impact the assistance we can provide if *you* cannot make a repayment.
- We're updating the '**Contact us**' section at the end of the booklet to include:
  - logging in and chatting with *us*;
  - reference to *our* accessibility or disability support web page at <https://support.qantasmoney.com/customersupport/accessibility-and-disability-support>; and
  - *our* new mailing address if *you* want to write to *us*, which will be:  
Qantas Money Credit Cards  
GPO Box 9992  
Melbourne VIC 3001

Please read the new **Qantas Money Credit Card Terms and Conditions and Other Important Information** booklet which will replace the current version from the Transition Date.

## **Part A: Qantas Money Credit Card Terms and Conditions (Part A)**

Here's a summary of the changes between the Part A that currently applies to your *Account* and the new Part A that will apply from the Transition Date.

Section changing	What it means for you
<b>1 Getting started with <i>your</i> contract</b>	<p>We're making some minor changes to actions we can take if you cease to be a Qantas Frequent Flyer member, which is that we can close or suspend <i>your Account</i> (we're removing cancel an <i>Account</i> as we can't cancel an <i>Account</i>) or cancel or suspend as <i>Card</i> (we removing close a <i>Card</i> as we can't close a <i>Card</i>).</p> <p>We're also making some changes to explain how new credit card contracts will be accepted from the Transition Date, which doesn't impact <i>your Account</i>.</p>
<b>1A How we may exercise <i>our</i> rights and discretions</b>	<p>We're simplifying this section but not making any changes to how we may exercise <i>our</i> rights and discretions under this contract.</p>
<b>2 Use of <i>Cards</i> and the <i>Account</i></b>  <b>Using the <i>Account</i></b>	<p>You'll no longer be able to make BPAY® payments over the phone via the customer service centre. You'll still be able to make BPAY payments using <i>Online Access</i>.</p> <p>We're also updating this section to clarify that you can use <i>your Card</i> to:</p> <ul style="list-style-type: none"> <li>– make payments over the phone; and</li> <li>– withdraw cash at an ATM, any Australia Post Bank@Post™ outlet and over the counter at any bank in the world that displays the Mastercard symbol.</li> </ul>

Section changing	What it means for you
<p><b>2 Use of Cards and the Account</b></p> <p><b><i>Credit Limits and other limits</i></b></p>	<p>For customers who currently have a <i>Total Cash Limit</i> less than their <i>Credit Limit</i>, this will be increasing to the <i>Credit Limit</i>, which may increase your liability in the case of <i>Unauthorised Transactions</i>.</p> <p>As a result, we're making changes to this section to explain that your <i>Total Cash Limit</i> is generally the same as your <i>Credit Limit</i>.</p> <p>We're also making changes to the circumstances where we may reduce your <i>Credit Limit</i> or <i>Total Cash Limit</i> without your permission, including:</p> <ul style="list-style-type: none"> <li>– if you've defaulted on your credit contract;</li> <li>– where we have good reason to believe that your existing <i>Credit Limit</i> or <i>Total Cash Limit</i> is more than you can manage without financial difficulty;</li> <li>– where your <i>Account</i> is inactive; and</li> <li>– to manage a risk, including to prevent potential fraud or scam.</li> </ul> <p>We're also:</p> <ul style="list-style-type: none"> <li>– clarifying that we may change or impose new daily, weekly or other maximum limits that apply to <i>Cards</i> or your <i>Account</i>; and</li> <li>– simplifying the paragraph about your right to request a <i>Credit Limit</i> decrease.</li> </ul>

Section changing	What it means for you
<p><b>2 Use of Cards and the Account</b></p> <p><b><i>Additional Cardholders</i></b></p>	<p>We're adding some further explanation about <i>Additional Cardholders</i>, including that:</p> <ul style="list-style-type: none"> <li>– they may be able to select their <i>Card PIN</i> or other <i>Security Codes</i>;</li> <li>– they can't request or arrange an <i>Instalment Plan</i>, or close the <i>Account</i>; and</li> <li>– if you ask us to cancel an <i>Additional Cardholder's Card</i> you will still be responsible for any transactions that were made by the <i>Additional Cardholder</i> before we received your request, that are processed and added to your <i>Account</i> after we received your request.</li> </ul>
<p><b>2 Use of Cards and the Account</b></p> <p><b>Limits on Use</b></p>	<p>We're not changing the limitations that apply to how you and <i>Additional Cardholders</i> can transact. For example, you still won't be able to transact on the <i>Account</i> for the purposes of gambling or for crypto currency related transactions.</p> <p>However, we are updating this section to:</p> <ul style="list-style-type: none"> <li>– explain that we can block both payments made from the <i>Account</i> or a credit made by a merchant to the <i>Account</i> that we reasonably consider is a gambling transaction or a transaction to invest in shares or other financial product (including receipt of investment returns) or related to crypto currency;</li> </ul>

Section changing	What it means for you
	<ul style="list-style-type: none"> <li>– explain that despite the limits we put on the <i>Account</i>, there might be some instances where a gambling transaction, transaction to invest in shares or other financial product or a transaction related to crypto currency might be allowed to occur.</li> </ul> <p>If this does happen, it will be treated as a <i>Cash Advance</i>, which means a fee will apply and interest will be charged at the <i>Cash Advance Annual Percentage Rate</i>;</p> <ul style="list-style-type: none"> <li>– require <i>you</i> and <i>Additional Cardholders</i> to provide information we reasonably request in connection with the <i>Account</i> and any relevant transactions; and</li> <li>– delete the paragraphs at the end of this section about when we may delay, block or refuse transactions as this will move to section 7.</li> </ul>
<p><b>2 Use of Cards and the Account</b></p> <p><b>Altering or stopping a payment</b></p>	<p>We're updating the table to explain that BPAY payments that are instructed to be made today can't be stopped or altered once they are submitted, but BPAY payments that are scheduled to occur on a future date can be cancelled in <i>Online Access</i> up to the day before the scheduled payment date.</p>



Section changing	What it means for you
<b>3 International transactions</b>	<p>We're updating some of the information in this section to explain:</p> <ul style="list-style-type: none"> <li>– that both making payments to and receiving credits from merchants is subject to Australian and overseas laws, and sometimes these laws may apply restrictions or limits to <i>your</i> use of a <i>Card</i> or <i>Online Access</i> outside Australia; and</li> <li>– how the exchange rates are determined for international transactions.</li> </ul>
<b>4 Payments</b>	<p>We're updating this section to explain that if you have both an <i>Overdue Amount</i> and <i>Overlimit Amount</i> owing at the end of a <i>Statement Period</i>, only the higher of the two amounts will be shown on <i>your</i> statement.</p> <p>We're removing references to how payments are applied to <i>Instalment Plans</i> from this section, as this will be covered in section 5.</p>
<b>5 Instalment Plans, Balance Transfers and Special Promotions</b>	<p><b><i>Instalment Plans</i></b></p> <p>We're making the following changes to this section:</p> <ul style="list-style-type: none"> <li>– renaming some of the defined terms by replacing references to Fixed Payment Option and FPO with <i>Instalment Plan</i>;</li> <li>– providing more explanation about how <i>Instalment Plans</i> work and what happens when a transaction is converted to an <i>Instalment Plan</i>;</li> </ul>

Section changing	What it means for you
	<ul style="list-style-type: none"> <li>– introducing some new defined terms, including a definition of <i>Overdue Instalment Amount</i>, which means any unpaid overdue <i>Monthly Instalment</i>, <i>Initial Interest Charge</i> or <i>Instalment Fee</i> amount and any related interest;</li> <li>– adding that the last <i>Monthly Instalment</i> is generally slightly different to previous <i>Monthly Instalments</i>. This is due to rounding because <i>Monthly Instalments</i> can't be equally divided over the <i>Instalment Plan</i> term;</li> <li>– rewriting the section headed '<i>Instalment Plan – Application of Payments</i>' which explains how payments are applied when you have an <i>Instalment Plan</i>; and</li> <li>– rewriting the section headed 'What happens if there are <i>Extra Payments</i>, an <i>Instalment Plan</i> is cancelled or payments aren't made on time?' to: <ul style="list-style-type: none"> <li>• simplify as some of the information currently in this section will be in the '<i>Instalment Plan – Application of Payments</i>' section;</li> </ul> </li> </ul>

Section changing	What it means for you
	<ul style="list-style-type: none"> <li>• remove the reference to charging some interest on the day an <i>Extra Payment</i> is made that doesn't fully repay an <i>Instalment Plan</i> as we won't do that;</li> <li>• further explain some of the current information in this section; and</li> <li>• change how interest is calculated and charged on the <i>Main Instalment Plan Balance</i> in the <i>Statement Period</i> an <i>Instalment Plan</i> is cancelled by us. It will now be calculated up to the day we cancel the <i>Instalment Plan</i> at the <i>Daily Instalment Plan Rate</i> and charged at the end of the day and treated as a <i>Retail Purchase</i>. Any <i>Main Instalment Plan Balance</i> will revert to the underlying transaction type (either a <i>Retail Purchase</i> or <i>Cash Advance</i>) the day after we cancel an <i>Instalment Plan</i>. There will be no change to how interest is calculated and charged on the <i>Main Instalment Plan Balance</i> when you cancel or repay your <i>Instalment Plan Early</i>.</li> </ul>

Section changing	What it means for you
	<p><b><i>Balance Transfers</i></b></p> <p>We're including a section on <i>Balance Transfers</i>. Currently, the <i>Balance Transfer</i> terms are provided separately.</p> <p>There will be no change to the promotional <i>Balance Transfer Annual Percentage Rate</i> or the term of any <i>Balance Transfer</i> that you currently have. When a <i>Balance Transfer</i> expires, the <i>Annual Percentage Rate</i> that applies to <i>Cash Advances</i> will apply to any amount that remains outstanding.</p>
<p><b>6 Statements and other notices</b></p>	<p>We're updating this section in relation to electronic <i>Communications</i> (statements, notices and other information):</p> <ul style="list-style-type: none"> <li>– to remove reference to sending <i>Communications</i> by fax;</li> <li>– to add that we may give you a <i>Communication</i> electronically via <i>Online Access</i> or by publishing a notice on our website where permitted by law. If we do this, we will usually send you an email, SMS or letter (in some cases) to let you know that it's available. We consider the <i>Communication</i> is received when we let you know that it is available.</li> </ul>

Section changing	What it means for you
	<p>It's important to keep <i>your</i> email address, mobile phone number and mailing address up to date to receive <i>Communications</i> from us.</p>
<p><b>7 Default, suspension and closure</b></p>	<p>We're rewriting this section and making changes to:</p> <ul style="list-style-type: none"> <li>– the situations <i>your Account</i> will be in default. You'll continue to be in default if <i>you</i> don't make payments on time, however, we're: <ul style="list-style-type: none"> <li>• clarifying that you'll also be in default if <i>you</i> don't follow the requirements of the credit contract or <i>you</i> give false or misleading information and this has a material impact on <i>our Legitimate Interests</i>, including <i>our</i> business, risk management or security requirements; and</li> <li>• adding that <i>your Account</i> will be in default if <i>you</i> become insolvent or have a receiver or bankruptcy trustee appointed or <i>you</i> transfer <i>your</i> assets to a creditor;</li> </ul> </li> <li>– explain the 31 day notice period we will give, where required by law, when <i>you</i> are in default;</li> </ul>

Section changing	What it means for you
	<ul style="list-style-type: none"> <li>– add that we can charge to <i>your Account</i> any enforcement expenses reasonably incurred or expended by <i>us</i> to enforce this credit contract if <i>you</i> are in default. We will calculate interest on enforcement expenses at the <i>Retail Purchase Annual Percentage Rate</i>;</li> <li>– the circumstances we may close or suspend <i>your Account</i>, cancel or suspend a <i>Card</i> or a Cardholder’s access to <i>Online Access</i> or not process a transaction, including if you’re in default, to protect <i>you</i> or <i>us</i> from potentially fraudulent activity or a scam or other losses, to prevent an anticipated breach of the law or manage any risk, or if we reasonably consider it appropriate to protect a customer or another person from financial abuse;</li> <li>– explain what happens if <i>you</i> or <i>we</i> close or suspend <i>your Account</i>, cancel or suspend a <i>Card</i> or a Cardholder’s access to <i>Online Access</i>; and</li> <li>– remove the right for <i>us</i> to retain reasonable costs of closing <i>your Account</i> where <i>your Account</i> has a credit balance at the time of closure (currently \$5), as we won’t do this.</li> </ul>

Section changing	What it means for you
<p><b>8 Interest</b></p>	<p>We're rewriting this section to provide further explanation about when and how we calculate and charge interest on <i>your Account</i>, except for how we calculate and charge interest on <i>Instalment Plans</i>, as this is in section 5.</p> <p>We're including some examples to help explain how interest is calculated and providing further explanation about how interest free periods work for <i>Retail Purchases</i>.</p> <p>The main change is that you'll be able to benefit from interest free days on <i>Retail Purchases</i> even if you have a <i>Balance Transfer</i> by paying the <i>Interest Free Days Payment</i> by the <i>Payment Due Date</i>. Currently you are not able to get <i>interest free days</i> on <i>Retail Purchases</i> when you have a <i>Balance Transfer</i>.</p> <p>The '<i>Interest Free Days Payment</i>' will be a new payment option shown on <i>your statement</i> if you have a <i>Balance Transfer</i> and/or <i>Instalment Plan</i>.</p> <p>If you are not in an interest free period, there are two ways you can start a new one:</p> <ol style="list-style-type: none"> <li>1. begin your <i>Statement Period</i> with either a zero balance or a credit balance; or</li> </ol>

Section changing	What it means for you
	<p>2. pay the <i>Closing Balance</i> (or the <i>Interest Free Days Payment</i> if you have a <i>Balance Transfer</i> and/or <i>Instalment Plan</i>) shown on your statement in full by the <i>Payment Due Date</i> shown on your statement.</p>
<p><b>9 Fees</b></p>	<p>We're adding a reference to the webpage where information on current fees and charges is available.</p>
<p><b>10 Solving problems</b></p>	<p><b>Refunds</b></p> <p>We're rewriting this section to explain how refunds from us or a merchant are applied to reduce your <i>Account</i> balance. A refund is not treated as a payment by you and you still have to pay the minimum amount shown on your statement.</p> <p>If a refund amount is less than your outstanding balance, it will be applied to the unpaid balance of the original transaction type to which it relates (for example, if it is a refund of a <i>Retail Purchase</i>, the refund will be applied to the unpaid <i>Retail Purchase Balance</i>). If there is any refund amount remaining it will be applied based on the order of dates on which the balance for a transaction type was set up, with it being applied to the earliest first. However, if you have an <i>Instalment Plan</i>, it will be applied to the <i>Main Instalment Plan Balance</i> last.</p>



Section changing	What it means for you
	<p><b>Payment reversals</b></p> <p>We're including a new paragraph about payment reversals, for example, where <i>you</i> make a payment by direct debit and the payment is dishonoured and we don't receive the money. If a payment is reversed, the amount of the reversal will be treated as the same transaction types to which the payment was originally applied, except if a payment to an <i>Instalment Plan</i> is reversed. In this case, the amount of the reversal will be treated as a <i>Retail Purchase</i>.</p> <p><b>Error/dispute resolution</b></p> <p>We're rewriting this section to refer to <i>our</i> process for making complaints set out in Part C of the booklet.</p> <p><b>Transaction disputes and Chargebacks</b></p> <p>We're rewriting this section to provide more clarity about transaction disputes, which can occur if <i>you</i> have a problem with goods or services, if <i>you</i> believe you were charged the incorrect amount or <i>you</i> were charged for an item <i>you</i> didn't receive. <i>You</i> may have a right to <i>Chargeback</i> the transaction under the <i>Network</i> scheme rules. It's important <i>you</i> tell <i>us</i> about any dispute as soon as possible as there are time limits on <i>our</i> ability to process a <i>Chargeback</i> on <i>your</i> behalf.</p>

Section changing	What it means for you
<b>11 Changes</b>	<p>We're adding that:</p> <ul style="list-style-type: none"> <li>– we may notify you of changes to <i>Annual Percentage Rates</i> or the amount of a fee or charge by publishing a notice electronically (e.g. on our website or through <i>Online Access</i>) without letting you know by SMS or email. We'll follow any regulatory rules in place when we do this; and</li> <li>– if we reduce your <i>Total Cash Limit</i>, we may notify you as soon as reasonably possible, which may be after the change is made.</li> </ul> <p>We're also clarifying that we don't have to give you notice if the government introduces fees or charges on receipts or withdrawals. Currently, there are no government fees or charges that apply to your <i>Account</i>.</p>
<b>12 Security and liability for losses for unauthorised electronic transactions</b>	<p>We're making some updates to this section to explain:</p> <ul style="list-style-type: none"> <li>– that there may be some circumstances where you can set your own <i>Security Codes</i>, including <i>PINs</i>, or passwords to access <i>Online Access</i>;</li> <li>– that you only have to destroy expired or cancelled physical <i>Cards</i> (not digital <i>Cards</i>) by cutting them diagonally in half;</li> </ul>

Section changing	What it means for you
	<ul style="list-style-type: none"> <li>– the examples of <i>Security Codes</i> that are clearly identifiable, which a <i>Cardholder</i> must not choose, which include a birth date, phone number or an alphabetical <i>Security Code</i> that is a recognisable part of the <i>Cardholder's</i> name;</li> <li>– that if a <i>Cardholder</i> adds their <i>Card</i> to a payment device (like a mobile phone, wearable or tablet), it's important to make sure that no one else can access the payment device because they might be able to use a <i>Card</i> and transact on <i>your Account</i>; and</li> <li>– that you won't be liable for losses from an <i>Unauthorised Transaction</i> that are caused by the same transaction being incorrectly debited more than once to <i>your Account</i>.</li> </ul>
<b>13 Things we aren't responsible for</b>	<p>We're making some minor updates to this section due to changes being made to section 7.</p>
<b>13A <i>Mistaken Internet Payments</i></b>	<p>We're making a minor update to refer to the contact <i>us</i> section at the end of the booklet for ways you can tell <i>us</i> about a <i>Mistaken Internet Payment</i>.</p>

Section changing	What it means for you
<b>14 Conditions for specific Payment Facilities</b>	<p><b><i>Recurring Card Instructions</i></b></p> <p>We're updating this section to explain that if a Cardholder provides their <i>Card</i> details to a merchant participating in an <i>Account</i> updater service (for example, when you set up a regular payment from <i>your Card</i> such as a monthly subscription or gym membership), we may give the merchant the updated <i>Card</i> details when they change.</p> <p><b><i>Scheduled BPAY Payments</i></b></p> <p>We're clarifying the way scheduled BPAY payments work including that we'll:</p> <ul style="list-style-type: none"> <li>– debit <i>your Account</i> on the day you have scheduled to make the payment even if it is not a <i>Business Day</i>, however, the payment may take up to two <i>Business Days</i> to be received;</li> <li>– still process scheduled BPAY payments on the days nominated, even if a <i>Card</i> is re-issued with a new <i>Card</i> number or expiry date; and</li> <li>– stop processing scheduled BPAY payments if <i>your Account</i> is closed or suspended.</li> </ul>

Section changing	What it means for you
	<p><b>Online Access and the customer service centre</b></p> <p>We're updating this section to clarify that <i>you</i> and any <i>Additional Cardholder</i> will be given or can select <i>Security Codes</i> to use the customer service centre or <i>Online Access</i> and removing the reference to setting up a TPIN as this is not required to use the customer service centre.</p>
15 BPAY	<p>We're re-ordering some of the paragraphs in this section and making some updates to clarify how the BPAY terms apply to <i>you</i> and <i>Additional Cardholders</i>. We're also changing the cut off time for BPAY payments to be submitted on a <i>Business Day</i> from 4pm to 6pm (Melbourne time).</p>

Section changing	What it means for you
<b>16 General matters</b>	<p><b>Unacceptable Account Conduct</b></p> <p>We're introducing a new 'Unacceptable Account Conduct' policy into <i>our</i> terms and conditions making it clear that we don't tolerate financial abuse conducted through <i>our</i> credit cards and <i>Online Access</i>. We will investigate instances where we identify or are made aware that an <i>Account</i> is being used in a financially abusive manner and may reasonably exercise <i>our</i> rights to close, cancel or suspend use of a <i>Card</i>, access to <i>Online Access</i> or <i>your Account</i> or not agree to a <i>Credit Limit</i> increase if we reasonably consider it appropriate to protect a customer or another person from financial abuse.</p>

Section changing	What it means for you
17 Dictionary	<p>We're changing some definitions:</p> <ul style="list-style-type: none"> <li>– due to changes in terminology or to simplify and provide further explanation. See the changes to the definition of <i>Balance Transfer</i>, <i>Card</i>, <i>Card Balance</i>, <i>Cash Advance</i>, <i>Financial Table</i>, <i>Instalment Plan</i>, <i>Minimum Payment Due</i>, <i>Monthly Instalment</i>, <i>Online Access</i>, <i>Overdue Amount</i>, <i>Overlimit Amount</i>, <i>Qantas Points</i>, <i>Retail Purchase</i>, <i>Retail Purchase Balance</i>, <i>Security Code</i>, <i>Special Promotion</i> and <i>Transaction Date</i>; and</li> <li>– due to system changes, such as the definition of <i>Business Day</i> to be a day other than a Saturday, Sunday or public holiday throughout Australia, the definition of <i>Statement Period</i> to remove that this is usually 30 days and the definition of <i>Total Cash Limit</i> as this amount is generally the same as <i>your Credit Limit</i> and will no longer be on <i>your</i> statement.</li> </ul> <p>We're removing the definitions of <i>Citi</i>, <i>Payment Due</i> and <i>Telegraphic Transfer</i>.</p>

Section changing	What it means for you
	<p>We're inserting new definitions:</p> <ul style="list-style-type: none"> <li>– relating to <i>Balance Transfers</i> and <i>Instalment Plans</i>, being <i>Balance Transfer Fee</i>, <i>Balance Transfer Term</i>, <i>Initial Interest Charge</i>, <i>Instalment Fee</i>, <i>Main Instalment Plan Balance</i> and <i>Overdue Instalment Amount</i>;</li> <li>– of <i>Legitimate Interests</i> which is used in section 7 and means <i>our</i> legitimate funding, business, risk management, prudential or security requirements, or any other requirements that are reasonably necessary to protect <i>us</i> against material risk that a monetary default will occur;</li> <li>– <i>Interest Free Days Payment</i> which is the amount <i>you</i> need to pay to keep or start a new interest free days period for <i>Retail Purchases</i> if <i>you</i> have an <i>Instalment Plan</i> or <i>Balance Transfer</i>; and</li> <li>– <i>Total Minimum Payment Due</i>, which will be included in <i>your</i> statement and is currently called Minimum Repayment.</li> </ul>



## 2. Financial Table

– **Retail Purchase Annual Percentage Rate (APR)**

We’re amending the description as to how the *Retail Purchase APR* applies to align with changes to terminology relating to *Instalment Plans*, but there will be no change to the rate on the Transition Date. The new description as to how the *Retail Purchase APR* applies to be inserted after the *Retail Purchase APR* will be:

‘Applies to *Retail Purchases* and where applicable, any *Overdue Instalment Amount*.’

*Retail Purchase* and *Overdue Instalment Amount* are defined in the new Part A.

– **Interest Free Period**

We’re amending the description of the interest free period because customers with a *Balance Transfer* will be eligible for interest free days on *Retail Purchases* after the transition date if they pay the *Interest Free Days Payment* by the *Payment Due Date*.

The new description of Interest Free Period will be:

<b>Interest Free Period</b>	Up to 44 days for the <i>Retail Purchase Balance</i> .
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*Retail Purchase Balance* is defined in the new Part A.

– **Minimum Repayment**

We’re renaming the Minimum Repayment amount that is shown on *your* statement to ‘*Total Minimum Payment Due*’ and making changes to the description of this amount to clarify what amount gets shown on *your* statement when both an *Overdue Amount* and *Overlimit Amount* is owing at the end of a *Statement Period* and remove the words ‘any other amount due under the credit contract which is payable on demand’ from the description as there aren’t any.

The new description of *Total Minimum Payment Due* will be:

***Total Minimum  
Payment Due***

The minimum amount payable for a *Statement Period* will consist of:

- your *Minimum Payment Due* – this amount is payable by the *Payment Due Date* shown on the relevant statement; and
- any *Overdue Amount* or *Overlimit Amount* – these amounts must be paid straight away. If you have both an *Overdue Amount* and *Overlimit Amount* owing at the end of a *Statement Period*, the higher of the two amounts will be included in the *Total Minimum Payment Due* on your statement.

– ***Minimum Payment Due***

We're updating this description to reflect changes in the terminology being used in connection with *Instalment Plans* in the new Part A. However, there will be no change to the way this amount is calculated.

The new description of *Minimum Payment Due* will be:

## **Minimum Payment Due**

You must pay the *Minimum Payment Due* by the *Payment Due Date* each month as advised in your statement. The *Minimum Payment Due* is:

1. the greater of:
  - (a) \$25, or if the *Card Balance* as at the end of the *Statement Period* is less than \$25, the *Card Balance*; or
  - (b) 2.00% of the *Card Balance* as at the end of the *Statement Period* (rounded up to the nearest dollar);
2. plus any *Monthly Instalment, Initial Interest Charge, Instalment Fee* or related interest on any of them, that is part of an *Instalment Plan* for that *Statement Period*.

*Payment Due Date, Card Balance, Monthly Instalment, Initial Interest Charge, Instalment Fee, Instalment Plan* and *Statement Period* are defined in the new Part A.

### **– Annual Primary Cardholder Fee**

We're renaming this fee '**Annual Fee**' and changing the current description to clarify that the Annual Fee is debited to *your Account* on the last day of the *Statement Period* in which the anniversary of the day we approved *your Account* occurs.

If *your* first Annual Fee hasn't been charged before the Transition Date, *your* first Annual Fee will be debited on the last day of the *Statement Period* in which first use of the *Account* (being when a transaction is first debited to the *Account* including *Balance Transfers*) occurs. Currently, the first Annual Fee is debited after first use or activation of *your Card* (whichever occurs first), however, activation

of a Card will no longer be a trigger for charging the Annual Fee after the Transition Date.

Subsequent Annual Fees will be debited on the last day of the *Statement Period* in which the anniversary of the day we approved your Account occurs.

The amount of the Annual Fee will not change on the Transition Date.

The new description of Annual Fee will be:

#### Annual Fee

\$1,200, debited to your Account on the last day of the *Statement Period* in which first use of the Account (being when a transaction is first debited to the Account including *Balance Transfers*) occurs.

After that \$1,200 debited each year on the last day of the *Statement Period* in which the anniversary of the day we approved your Account occurs.

#### – Annual Additional Cardholder Fee

##### **New Additional Cardholders added on or after the Transition Date**

If you add a new *Additional Cardholder* on or after the Transition Date, we'll debit the first Annual Additional Cardholder Fee for that *Additional Cardholder* on the last day of the *Statement Period* in which the *Additional Cardholder* is added or on first use of the Account (whichever is later). The first Annual Additional Cardholder Fee for *Additional Cardholders* added on or after the Transition Date will be calculated and debited pro rata from the month the *Additional Cardholder* is added until the month before the anniversary of the day we approved your Account, so long as the Account has been used within 12 months from the day we approved your Account. If the Account hasn't been used before the *Additional Cardholder* is added, the first Annual Additional Cardholder Fee will be debited on the last day of the *Statement Period* in

which first use of the *Account* occurs, and the full amount of the fee will be debited to *your Account* on this day.

Subsequent Annual Additional Cardholder Fees will be debited per *Additional Cardholder* on the same day the Annual Fee is debited to *your Account*.

### **Additional Cardholders added before the Transition Date**

On or after the Transition Date, we'll debit the Annual Additional Cardholder Fee for each *Additional Cardholder* added to *your Account* before the Transition Date on the same day *your Annual Fee* is debited to *your Account* regardless of whether the *Additional Cardholder* has activated their *Card* by the time the Annual Fee is debited.

Currently, the Annual Additional Cardholder Fee is only debited with the Annual Fee if the *Additional Card* has been activated by the time the fee is debited. However, after the Transition Date activation of the *Additional Card* will no longer be required before the fee is debited. If an existing *Additional Cardholder* hasn't activated their *Card* before the Transition Date, you should consider whether the *Additional Cardholder* still requires the *Card* and if not, consider cancelling their *Card* so you don't get charged an Annual Additional Cardholder Fee for that *Card* when *your Annual Fee* is debited. Call us to cancel the *Card*.

The Annual Additional Cardholder Fee will be debited each year on the same day as *your Annual Fee* per *Additional Cardholder*.

There will be no change to the amount of the fee on the Transition Date.

The new description of Annual Additional Cardholder Fee will be:

**Annual Additional Cardholder Fee**

**Annual Additional Cardholder Fee for Additional Cardholders added on or after the Transition Date**

\$100 per *Additional Cardholder*, debited to your *Account* on the last day of the *Statement Period* in which an *Additional Cardholder* is added to your *Account* or on first use of the *Account* (whichever is later). This will be calculated and debited pro rata per *Additional Cardholder* from the month the *Additional Cardholder* is added until the month before the anniversary of the day we approved your *Account*, so long as the *Account* is used within 12 months from the day we approved your *Account*.

After that, \$100 per *Additional Cardholder* will be debited each year on the same day as your *Annual Fee*.

**Annual Additional Cardholder Fee for Additional Cardholders added before the Transition Date**

\$100 per *Additional Cardholder* will be debited each year on the same day as your *Annual Fee*.

## – Domestic Cash Advance Fee

We're making some minor changes to the description of the fee that won't change how the fee is charged or the amount of the fee.

The new description of Domestic Cash Advance Fee will be:

### **Domestic Cash Advance Fee**

\$3 per transaction under \$100, 3% of the transaction amount for any transaction equal to or over \$100, debited to *your Account* on the date the *Cash Advance* takes place.

## – International Cash Advance Fee

We're making some minor changes to the description of the fee that won't change how the fee is charged or the amount of the fee.

The new description of International Cash Advance Fee will be:

### **International Cash Advance Fee**

\$5 per transaction amount for a *Cash Advance* outside of Australia, debited to *your Account* on the date the *Cash Advance* takes place. Please note this is in addition to any International Transaction Fee that may be payable.

## – International Transaction Fee

We're making some minor changes to the description of the fee that won't change how the fee is charged or the amount of the fee.

The new description of International Transaction Fee will be:

## International Transaction Fee

We charge you an International Transaction Fee of 3%, debited to your Account on the date the relevant *Retail Purchase* or *Cash Advance* takes place, of which a service and assessment fee of 1.1% is payable by us to Mastercard®, for any *Retail Purchase* or *Cash Advance* transaction in:

- foreign currency once converted to Australian dollars; and/or
- Australian dollars (or any other currency), when either the merchant or its financial institution/payment processor is located or registered overseas, including transactions that involve dynamic currency conversion (that is where a transaction denominated in a foreign currency is converted to local currency which is a service that is offered by certain ATMs and merchants). The process of conversion and the exchange rates applied will be determined by the relevant ATM, merchant or dynamic currency conversion service provider as the case may be. We do not determine whether a *Card* transaction will be converted into local currency by the merchant or ATM and you may have to check with the relevant merchant or ATM provider.

**Note:** It may also not always be clear that the merchant or its financial institution/payment processor is located or registered overseas.



## – Paper Statement Fee

If we issue *you* with a paper statement for a *Statement Period*, this fee will now be charged at the end of the *Statement Period* and not in the following period.

The new description of Paper Statement Fee will be:

### Paper Statement Fee

\$2 each month we issue *you* with a paper statement, debited to *your Account* on the last day of the *Statement Period*. This may be waived in limited circumstances.

## – Over-the-Counter Transaction Fee

We're removing the reference to payments being made to *your Account* at Australia Post outlets by EFTPOS. Payments can only be made at Australia Post outlets by cash.

The new description of the Over-the-Counter Fee will be:

### Over-the-Counter Transaction Fee

A \$2.50 fee applies for each payment made to *your Account* by cash at an Australia Post outlet displaying the Bank@Post™ symbol.

## – Dishonour Fee

We're removing the \$15 Dishonour Fee as we'll no longer charge this fee from the Transition Date.

## – Late Payment Fee

We're clarifying that we won't charge the Late Payment Fee if the balance of *your Account* is less than \$50.

The new description of Late Payment Fee will be:

### Late Payment Fee

\$30 debited to *your Account* after the *Payment Due Date* if at the time the fee is debited, *your Account* has an *Overdue Amount* and the balance of *your Account* is \$50 or more.

#### – **Total Cash Limit**

Your *Total Cash Limit* will become equal to your *Credit Limit*. If you currently have a *Total Cash Limit* that is less than your *Credit Limit*, this will be increased to your *Credit Limit*. This may increase your liability in the case of *Unauthorised Transactions*.

Your *Credit Limit* is shown on your statement.

#### – **Daily Cash Limit**

The daily limit of \$1,000 (subject to *Available Credit*) is not changing, but we're clarifying that this limit applies to cash withdrawals at an ATM, any Australia Post outlet displaying the Bank@Post™ symbol or over-the-counter at any bank that displays the Mastercard® symbol.

The new description of Daily Cash Limit will be:

#### **Daily Cash Limit**

A daily limit of \$1,000.00 (subject to *Available Credit*) applies to your *Account* for *Cash Advances* made using a *Card* to withdraw cash at an ATM, any Australia Post outlet displaying the Bank@Post™ symbol or over-the-counter at any bank in the world that displays the Mastercard® symbol.

### **3. Qantas Premier Credit Card Rewards Terms and Conditions**

- We're renaming these terms the Qantas Money Credit Card Rewards Terms and Conditions and replacing the existing terms with a new version available for you to read at <https://www.qantasmoney.com/terms-and-forms>.
- We're making a number of amendments for stylistic purposes or to make some definitions and clauses easier to read and understand. These include the removal of title case, some re-phrasing and some re-numbering.

- We’re replacing all references to ‘Qantas Premier’ with ‘Qantas Money’.
- We’re deleting all references to ‘Citi’ and definitions that are not used in, or relevant to, these Rewards Terms and Conditions.
- We’re replacing references to ‘Bonus Qantas Points’ in the table in clause 3.3 with ‘Additional Qantas Points’.
- We’re amending clause 3.5 as *your Qantas Points* earned will be displayed via *Online Access* and not on *your* credit card statement.
- We’re adding a new clause 10 which relates to the *Card Offers* that Qantas may provide to you that are covered by a separate set of terms and conditions that can be found at <https://shopping.qantas.com/terms-and-conditions>.
- We’re also adding or amending the following definitions and related clauses:

<b>Card</b>	means any credit card issued by us for use on <i>your Account</i> , including a physical or digital <i>Card</i> .
<b>Card Offers</b>	means the offers provided to <i>Cardholders</i> as described in the new clause 10.
<b>Domestic Spend</b>	means any <i>Eligible Transaction</i> where the scheme tells us that the merchant and its financial institution/payment processor are located or registered within Australia.
<b>Eligible Transactions</b>	We’re clarifying that <i>Instalment Plans</i> and transactions made to invest in shares or other financial products or crypto currency related transactions aren’t eligible to earn <i>Qantas Points</i> .
<b>International Spend</b>	means any <i>Eligible Transaction</i> where the scheme tells us that either the merchant or financial institution/payment processor is located or registered overseas.

## 4. Digital Wallet Terms and Conditions

- i. Qantas Premier Credit Card Apple Pay Terms and Conditions; and
  - ii. Qantas Premier Credit Card Google Pay Terms and Conditions
- We're renaming the terms to Qantas Money Credit Card Apple Pay Terms and Conditions and Qantas Money Credit Card Google Pay Terms and Conditions and replacing the current Apple Pay and Google Pay terms and conditions with new versions. Please read the new Qantas Money Credit Card Apple Pay Terms and Conditions and Qantas Money Credit Card Google Pay Terms and Conditions at <https://www.qantasmoney.com/terms-and-forms>.
  - We're making changes to sections about how you use a Card through a digital wallet to clarify that the primary cardholder is responsible for transactions made using Cards that have been added to a digital wallet.
  - We're removing paragraphs from sections and entire sections containing obligations that are already covered in Part A, including amending the sections about how you use a Card through a digital wallet and deleting the section on changes to participation in Apple Pay or Google Pay.
  - We're simplifying the changes to the terms and conditions section. If we make any future changes to these terms and conditions, we'll notify you electronically including publishing a notice on our website, by advertisement or other appropriate method before the change takes place.
  - We're simplifying the Privacy section by removing the section 'Authorisation to collect and share data' and clarifying who we exchange your personal information with Apple, Google and the relevant card scheme networks.
  - We're removing sections that are not required as they are not relevant to your use of Apple Pay or Google Pay, being, 'Intellectual property', 'Disclaimers of warranty', 'Limitation of liability', 'Indemnity' and 'Representation and warranty'.

## 5. Qantas Premier Titanium Credit Card Complimentary Insurance Terms and Conditions

- We're renaming these the Qantas Money Titanium Credit Card Complimentary Travel Insurance Terms and Conditions and replacing the existing terms with a new version available for you to read at <https://www.qantasmoney.com/terms-and-forms>.
- We're replacing all references to 'Qantas Premier' with 'Qantas Money'.
- We're making a number of amendments for stylistic purposes or to make some definitions and clauses easier to read and understand. These include the removal of title case.
- We're removing the definition of Citi and any references to Citi in the terms and conditions as Citi will no longer assist *us* to administer *your Account*.

## 6. Qantas Premier Titanium Credit Card Benefit Terms and Conditions

- We're renaming these the Qantas Money Titanium Credit Card Benefit Terms and Conditions and replacing the existing terms with a new version available for you to read at <https://www.qantasmoney.com/terms-and-forms>.
- We're replacing all references to 'Qantas Premier' with 'Qantas Money'.
- We're making a number of amendments for stylistic purposes or to make some definitions and clauses easier to read and understand. These include the removal of title case.
- We're removing the definition of Citi and any references to Citi in the terms and conditions as Citi will no longer assist *us* to administer *your Account*.

## 7. Direct Debit Request Service Agreement (if you repay your Account via direct debit)

We are making the following changes:

- The Direct Debit Request Service Agreement will now be known as the Direct Debit (AutoPay) Request Service Agreement and is available for you to read at <https://www.qantasmoney.com/terms-and-forms>.
- Easi-Pay will now be known as AutoPay.
- The **Payment Due** option will now be known as **Total Minimum Payment Due**, and will draw the *Total Minimum Payment Due* as shown on your monthly statement from your nominated account on the *Payment Due Date* and this will include any *Overdue* or *Overlimit Amounts*. If you have made any payments prior to the due date, AutoPay will still debit the *Total Minimum Payment Due* amount. For example, if your *Total Minimum Payment Due* is \$100 and you pay \$50 before the due date, AutoPay will withdraw \$100 on the due date. The only exception to this is if the extra payments you make cause the remaining *Closing Balance* owing on the due date to be less than *Total Minimum Payment Due Amount*. If this occurs, we'll only withdraw the remaining *Closing Balance*.
- The payment option 'The full amount of the Closing Balance shown on my Monthly Statement' will now be known as 'Full Payment (Closing Balance or Interest Free Days Payment)'. This will debit the *Closing Balance* or the *Interest Free Days Payment* if you have an *Instalment Plan* or *Balance Transfer*. The *Interest Free Days Payment* excludes *Instalment Plan* balances not yet due and *Balance Transfer* amounts (including any amount owing after the *Balance Transfer* promotional period expires). If you want to reduce *Balance Transfer* amounts, you'll need to make extra payments. If you don't have an *Instalment Plan* or *Balance Transfer*, AutoPay will withdraw the remaining *Closing Balance* owing on the due

date taking into account any extra payments made before the due date. For example, if *your Closing Balance* is \$500 and you pay \$50 before the due date, AutoPay will withdraw \$450 on the due date. If you have an *Instalment Plan* or *Balance Transfer*, AutoPay will withdraw the lesser of the *Interest Free Days Payment* amount shown on *your* statement or the remaining *Closing Balance* owing on the due date.

- A new Fixed Payment option will also be available to debit a fixed amount of \$25 or more. We will debit the fixed amount that *you* enter or the *Total Minimum Payment Due*, whichever is greater. If the *Closing Balance* on a monthly statement is less than the fixed payment amount, the *Closing Balance* will be debited.
- Additional payments received between the statement date and the day before the *Payment Due Date* may not reduce the direct debit payment amount. However, we won't debit more than the *Closing Balance* on *your* statement or an amount that would bring *your Account* into credit.
- Other changes we have made:
  - We have changed the definition of *us* or *we* to mean *NAB*.
  - Clause 2.1 is changed to say we will give *you* at least 30 days written notice of changes, instead of at least 14 days written notice.
  - We have changed *our* postal address at clauses 3.1 and 9.1.
  - At clause 6.1 we have included *our* phone number for notifying *us* of errors in debiting *your Account*.



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Our/us/we means NAB unless the context otherwise requires it.

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