

# Westpac Apple Pay

Terms and Conditions.



Effective date: 07 August 2025



## Accessibility support.

Visit [Westpac Access and Inclusion](#) for further information on our accessible products and services for people with disability, who are neurodivergent or where English is not your preferred language.

By adding your eligible Card to Apple Pay, either via the Apple Wallet app or via the Westpac Mobile Banking app, you agree to these conditions. For eligible Cards, Devices and to obtain a copy of these conditions please visit [westpac.com.au](https://westpac.com.au). These conditions apply in addition to the Westpac Privacy Statement which is available at [westpac.com.au/privacy/privacy-statement](https://westpac.com.au/privacy/privacy-statement) and to account terms and conditions associated with each eligible Card ('**Product Terms**') which can be accessed at [westpac.com.au](https://westpac.com.au). Where inconsistent with the Product Terms, these terms and conditions apply in respect of your use of Apple Pay. The Product Terms apply to both your Card and the Device Account Number as they are linked to the same account. There are certain terms and conditions in the Product Terms that apply only to the physical Card, such as using the Card at an ATM or obtaining cash advances.

Apple Pay is available if you're 13 years and over.

- 1. Verification** – For your security we require you to be verified when adding a Card. We may use the Scheme Provider to verify you on our behalf. To find out how you can be verified refer to the Apple Pay FAQs at [westpac.com.au](https://westpac.com.au).
- 2. Choosing Cards and payment network for Apple Pay** – Your default Card (which can be changed) will be used for the Apple Pay Payment.

For Debit Mastercard®, all Apple Pay Payments will be processed against the

primary account linked to your Card. You can change the linked account in Online Banking or by calling 132 032. Your payments will be processed through a merchant's default payment network (e.g. Mastercard) unless you manually select a different payment network (e.g. eftpos) if that feature is available in Apple Pay.

For a credit card, all Apple Pay Payments will be processed against the Card account.

- 3. Transaction Limits** – The transaction limits that apply to your Card also apply to your Device Account Number and do not change as a result of you adding your Card to Apple Pay. You will be required to authorise a transaction by entering your security credentials on your Device.

**Overseas use** – For debit Card only, if your default or selected payment option is eftpos CHQ or eftpos SAV, then Apple Pay Payments cannot be processed when used overseas.

- 4. Device Account Numbers in Apple Pay** – The Device Account Number is used to process Apple Pay Payments. The receipt provided by the merchant will contain a partially masked Device Account Number rather than your Card number. Each time you add your eligible Card to Apple Pay the Scheme Provider will create a new Device Account Number.

5. **Fees and Charges** – The Product Terms describe the fees and charges which apply to each relevant Card. We do not charge you any additional fees for adding or using a Card with Apple Pay. You are responsible for all third-party charges associated with the use of Apple Pay (such as carrier or mobile data charges).
6. **Apple Pay provided by Apple** – Apple Pay is a service provided by Apple and not by us and we are not liable for any costs associated with Apple Pay being unavailable, or the failure of third-party merchants to accept payments using Apple Pay. By using Apple Pay you agree that:
- (i) Apple can provide us with certain information including your Device details, location and personal details. We will handle your information in accordance with our Privacy Statement. You can access our Privacy Statement at [westpac.com.au/privacy/privacy-statement](https://westpac.com.au/privacy/privacy-statement);
  - (ii) We can provide Apple with certain information to allow Apple and its service providers to operate Apple Pay (for example, if you choose to add your Card to Apple Pay via the Westpac Mobile Banking app, we will securely send to Apple the name, number and expiry date on your card, so you do not have to enter your Card

information manually), to detect and address fraud, to improve and promote Apple Pay and other Apple products and services, to comply with applicable laws and respond to regulatory or government inquiries. Apple may store this information outside Australia. You should consider Apple Privacy Policy at [apple.com/au/privacy](https://apple.com/au/privacy); and

- (iii) We and Apple may provide certain information to the Scheme Provider to operate Apple Pay and to comply with applicable laws and respond to regulatory or government inquiries. The Scheme Provider will handle any personal information in accordance with their privacy disclosure, that can be found by searching the term “privacy” at [mastercard.com.au](https://mastercard.com.au) and [eftposaustralia.com.au](https://eftposaustralia.com.au).

If you do not agree to your information being disclosed or used in this manner, you should not add your Card to Apple Pay.

- 7. Protection and liability for unauthorised transactions** – You must keep your Device and security credentials safe and secure at all times, in the same way you would your Card and PIN. The requirements about protecting your Card and PIN and liability for unauthorised transactions extend to your Device and Apple Pay Payments. You must not share your Device

security details or allow another person to register their biometric identifier (e.g. a fingerprint or retinal scan), as that person will be able to make Apple Pay Payments and you will be responsible for their use of your Card.

8. **Lost or stolen Device and liability** – If your Device is lost, stolen or misused you should immediately remove your Card(s) from your Device. Refer to the Apple Pay FAQs for how you can do this. This will mean that you can continue to use your Card(s) to make purchases. If you are unable to remove your Card(s) from your Device you should place a hold on or cancel your Card which will include your Device Account Number. This will mean that you will not be able to make any transactions on your Card account. We will not be liable for any loss arising from your use of Apple Pay to the extent the loss was caused by your fraud; your use of Apple Pay or the Device in a manner not permitted by Apple or (subject to your rights under the ePayments Code) a reduced level of service caused by matters beyond our reasonable control (e.g. those caused by third party software and network providers).
9. **Suspension or termination** – We may suspend or terminate your use of Apple Pay without notice at any time where we suspect unauthorised transactions have

occurred, that Apple Pay is being misused, to restore the security of a system, any individual Card or account, or if required by a regulatory or government body. We will give you notice in accordance with your Product Terms if your Card is no longer eligible.

**10. Changes to these conditions and communication** – We may change these conditions at any time and will notify you in accordance with the Product Terms. Due to the nature of Apple Pay you agree to us communicating with you electronically in relation to your set up and use of Apple Pay and these conditions.

**11. Definitions**

**“Apple”** means Apple Inc. and is a trademark of Apple Inc., registered in the U.S. and other countries.

**“Apple Pay”** means the mobile wallet service provided by Apple that enables you to make Apple Pay Payments. Apple Pay is a trademark of Apple Inc., registered in the U.S. and other countries.

**“Apple Pay Payment”** means a contactless transaction by holding your Device to a contactless terminal until the transaction is completed and eCommerce or in-app transactions including, but not limited to, using merchants mobile sites, mobile applications and websites by selecting Apple Pay as your payment



method and any other payments allowed by Apple. This also includes refunds processed using Apple Pay.

**“Apple Pay Transaction Receipt”** means a receipt which complies with the ePayments Code and provides you with further data obtained by Apple.

**“Banking Code”** means the Australian Banking Association’s banking code of practice as updated, and adopted by us, from time to time.

**“Card”, “contactless terminal”, “contactless transaction”, “ePayments Codes”, “we”, “us”, “our” and “you”** has the same meaning as set out in your Product Terms.

**“Device”** is a mobile device which contains near field communication technology and the minimum required iOS operating system. This can include a smartphone, tablet, watch or other device deemed eligible for the use of Apple Pay.

**“Device Account Number”** means the number created by the Scheme Provider and stored on your Device. This number represents your Card number and is used by Apple Pay to process an Apple Pay Payment.

**“Scheme Provider” or “payment network”** means Mastercard, Visa Worldwide Pte. Ltd or eftpos Payments Australia Ltd (**eftpos**).



Westpac acknowledges the *Traditional Owners* as the custodians of this land, recognising their connection to land, waters and community. We pay our respects to Australia's *First Peoples*, and to their *Elders*, past and present.

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