



Westpac Mastercard® Gift Card

Conditions of Use (no longer available for sale).

Effective: 27 October 2023.

This Conditions of Use sets out the terms and conditions for your Westpac Mastercard Gift Card. It's important you read this document carefully.

Find your current card value, transaction details and general information by contacting the Gift Card Call Centre 24 hours, 7 days a week on:

Within Australia

Call 1800 204 965

From overseas

Call +61 2 8254 0596

Important notice.

Please write down your card number and keep it separately from the card. Fees apply to the Gift card. These fees are set out at clause 6 below and include:

- (a) a fee of \$4.95 (including GST) at the time of purchase;
- (b) a Foreign Exchange Fee of 1% of the transaction amount.

1. These Conditions of Use.

1.1 Introduction.

- (a) These Conditions of Use govern the use and operation of your card.
- (b) These Conditions of Use apply to all transactions involving the use of your card or card details.
- (c) If you do not understand something in these Conditions of Use, please talk to our staff. They will be happy to help you.
- (d) The Gift Card Call Centre and disputed transactions service set out in Clause 5.6(b) are managed by Fidelity National Information Services on our behalf.

1.2 When the Conditions of Use take effect.

If you are a purchaser then your purchase of the card will be taken as your agreement to comply with these Conditions of Use. Otherwise, your first use of the card will be taken as your agreement to comply with these Conditions of Use.

1.3 Banking Code of Practice and ePayments Code.

- (a) The Australian Banking Association's banking code of practice as updated, and adopted by us, from time to time (Banking Code) sets out the standards of practice and service in the Australian banking industry for individuals and small business customers, and their guarantors who are individuals.

The relevant provisions of the Banking Code apply to the banking services referred to in these conditions of use. This means that we will comply with the Banking Code, where it applies to the banking services provided to you.

You can view a copy of the Banking Code on our website or ask us for a hard copy in branch or over the phone.

- (b) Information can be obtained by visiting a Westpac branch or calling Westpac on 132 032, including information about our obligations regarding the confidentiality of your information, complaint handling procedures and the advisability of you reading the terms and conditions applying to banking services you may have with us.
- (c) We warrant that we will comply with the ePayments Code.

2. Definitions.

In these Conditions of Use:

- (a) **"Bank"**, **"Westpac"**, **"our"**, **"we"** or **"us"** means Westpac Banking Corporation (ABN 33 007 457 141).
- (b) **"Card"**, **"card"**, **"Gift Card"**, **"Westpac Gift Card"**, **"Westpac Mastercard Gift Card"** means a Westpac prepaid debit card bearing the Mastercard logo.
- (c) **"Card Value"** means at any time the amount of value loaded onto a card which is still available at that time to be spent in accordance with these Conditions of Use.
- (d) **"Code"** means the Banking Code of Practice or ePayments Code.

- (e) “**merchant**” means a provider of goods or services who accepts payment by card.
- (f) “**purchaser**” means a person who purchases a card from Westpac.
- (g) “**unauthorised transaction**” means any transaction made without your knowledge or consent.
- (h) “**you**” means a person who uses a card that has been purchased from Westpac. This may be a Purchaser or a person who has received a card as a gift.

3. Purchasing the card.

3.1 Minimum and maximum card value.

A minimum of \$15 and a maximum of \$800 can be loaded onto a card at the time of purchase.

3.2 Giving a card to another person.

If the purchaser gives a card to another person, the purchaser must ensure that person is also given these Conditions of Use.

4. Using the card.

4.1 When can you use your card?

- (a) You must sign your card in the signature panel on the back of the card immediately on receiving it and before using it.
- (b) Your card is only valid until the expiry date shown on the card.
- (c) You must destroy any card that is no longer valid by immediately cutting it into several pieces and disposing of it securely.

4.2 Where can you use your card?

- (a) You can use your card at most merchants who processes Mastercard transactions electronically. You can also use your card for mail order, telephone order or through the internet, depending on a merchant’s policy. However, you cannot use your card for purchases at the following:
 - merchants who sell gambling/gaming products or services;
 - automated fuel dispensers;
 - merchants who only offer manual transaction processing facilities
 - merchants or other providers may impose limits on the use of your card.
- (b) You do not need to use the whole card value in one transaction. Subject to these Conditions of Use, you can make multiple purchases before the card’s expiry date, provided the total amount of all purchases does not exceed the initial card value.

- (c) The card value cannot be redeemed for cash. This means, for example, you cannot use the card to withdraw cash from an automatic teller machine, at a merchant’s EFTPOS terminal or at a Westpac branch. If you make a purchase for less than the full card value you cannot take the difference between the amount of the purchase and the card value in cash.
- (d) If you use your card outside Australia, Australian exchange control requirements may apply. Details of requirements, if any, may be obtained from our branches.

4.3 Foreign currency transactions.

- (a) Amounts deducted from the card value for purchases made in a foreign currency include the following two components:
 - the foreign currency transaction amount, converted into Australian dollars by Mastercard Worldwide (Mastercard); and
 - any fee that may be charged by Westpac on foreign transactions. Details of these fees are set out in clause 6.1 of these Conditions of Use.
- (b) Transactions processed in foreign currencies will be converted into Australian dollars before they are deducted from the card value. In most cases, the rate applied to the refund of purchase transactions will differ from the original rate applied to the purchase. The method of conversion is as follows:
 - Mastercard processes purchases, any other charges incurred and refunds made in foreign currencies, and converts these transactions into Australian dollars.
 - Transactions are made in foreign currencies other than United States dollars are converted into United States dollars before being converted into Australian dollars. The exchange rate used for the conversion is either a government mandated exchange rate or a wholesale exchange rate, selected by Mastercard for the applicable currency on the day the transaction is processed. That rate may differ from the rate applicable to the date the transaction occurred, or the date when the transaction is deducted from the Card Value.

Note: Exchange rates quoted by Westpac in Australia are not used to convert foreign currency transactions to the Australian dollar equivalent relating to the Cards covered under these Terms and Conditions”.

4.4 Card acceptance.

We are not responsible if a merchant refuses to accept a card. Subject to any applicable law, we are not responsible for goods or services supplied to you. If you have a complaint or concern about goods or services purchased with your card, you must resolve this directly with the merchant.

4.5 Do transactions have to be authorised?

- (a) Transactions using the card need to be authorised by us before they can proceed. Prior to any transaction being completed, the merchant or other person involved in the transaction will obtain an authorisation for the transaction. We will not authorise a transaction if the card value is less than the amount of the transaction.
- (b) We reserve the right to decline authorisation for any transaction using the card. Where we do decline authorisation for a transaction, we will only do so acting reasonably.
- (c) Once an authorisation is obtained, it will reduce the card value. If the purchase or other transaction is not completed, the card value may continue to be reduced for up to seven bank business days after the authorisation is obtained.

4.6 Transaction information.

To facilitate the processing of card transactions, information relating to your card details and transaction details may be processed by Mastercard Worldwide in countries other than Australia. By using your card, you agree that information regarding the transaction may be processed outside Australia.

4.7 Anti-Money Laundering and Counter-Terrorism Financing Obligations.

Please be advised that in order for us to meet our regulatory and compliance obligations we will be increasing the levels of control and monitoring we perform.

You should be aware that:

- transactions may be delayed, blocked, frozen or refused where we have reasonable grounds to believe that they breach Australian law or sanctions (or the law or sanctions of any other country). Where transactions are delayed, blocked, frozen or refused Westpac and its correspondents are not liable for any loss you suffer (including consequential loss) in connection with your Mastercard Gift Card;
- we may from time to time require additional information from you to assist us in the above compliance process; and

- where legally obliged to do so, we will disclose the information gathered to regulatory and/or law enforcement agencies, other banks, other members of the Westpac Group, service providers or to other third parties.

You provide Westpac the following undertakings and indemnify Westpac against any potential losses arising from any breach by you of such undertakings:

- (a) you will not initiate, engage in or effect a transaction that may be in breach of Australian law or sanctions (or the law or sanctions of any other country); and
- (b) the underlying activity for which your Mastercard Gift Card is being provided does not breach any Australian law or sanctions (or the law or sanctions of any other country).

4.8 Payments made in error.

Where we reasonably believe that a payment made to your account may be a payment made in error, we may, without your consent, deduct from your account an amount no greater than the payment amount made in error and return it to the understood source of origin or as required by law, code or regulation. A payment made in error includes a fraudulent payment, a payment as a result of a scam affecting you or another person, an over payment, a duplicate payment or a payment error made by us. We will take steps, acting reasonably, to contact you in relation to a payment made in error where we consider it relates to a scam or fraud, unless we are unable.

4.9 Damaged cards.

Cards damaged within Australia can be replaced at a Westpac branch. Your replacement card will be loaded with the remaining card value. Damaged cards cannot be replaced while you are overseas.

5. The card value.

5.1 Amounts that are deducted from the card value.

The following amounts will be deducted from the card value:

- (a) the amount for goods and services bought directly from a merchant or by mail order, telephone order or through the internet using the card or card details; and
- (b) the fees and charges in accordance with clause 6.

5.2 How much can you spend?

Your card can only be used to make purchases up to the card value at the time of the purchase. If a purchase is in a currency other than Australian dollars, then any foreign currency transaction fees referred to in clause 4.3(a) will be taken into account in determining whether the purchase is within the card value. If you want to use your card to make a purchase for an amount that exceeds the card value you must pay for the excess using another method of payment.

5.3 Can the card be reloaded?

Once your card has been purchased and loaded with value, further value cannot be loaded onto it.

5.4 What happens to the remaining card value after the expiry date?

After the expiry date shown on your card, which will be at least 36 months after the card is issued, any remaining card value will be forfeited.

5.5 How do you know the current card value?

You can obtain details of the current card value and your transactions by calling the Gift Card Call Centre on 1800 204 965 from within Australia or +61 2 8254 0596 from overseas.

5.6 If you think there is a mistake.

- (a) By signing a sales voucher or transaction record you indicate your agreement that the transaction amount is correct and that the amount shown on any sales voucher or transaction record is sufficient evidence of the cash price of the goods or services.
- (b) You should check the transactions provided by phone carefully. If you wish to dispute an amount deducted from your Westpac Mastercard Gift Card, please contact your Westpac branch.

In some circumstances, card scheme rules allow us to charge a transaction on the card back to the merchant with whom you made the transaction. This is known as a chargeback.

You should report a disputed transaction to us as soon as possible so that we may reasonably claim a chargeback right. Chargeback rights are not available for all types of transactions. For example, we cannot claim a chargeback in relation to BPAY Payments from the card. If it is available, we will claim a chargeback right for a transaction on your card if:

- you ask us to do so; and
- you give us the information and material we require to support a chargeback, within 30 days after the date of the statement on which the transaction is recorded. Otherwise any chargeback right we have may be lost.

The timeframe for disputing a transaction may not apply where the ePayments Code applies.

Please read clause 7.2 to obtain details of your liability where unauthorised transactions are made using the Card.

6. The charges.

6.1 Fees and charges.

- (a) We may deduct from the card value any fees or charges, including the foreign currency transaction fees referred to in clause 4.3(a). The fees and charges are variable in accordance with clause 9.
- (b) The fees applicable to the card are as follows:
 - In addition to paying for the initial card value, the purchaser must pay a fee of \$4.95 (including GST).
 - A Foreign Exchange Fee of 1% of the Australian dollar transaction amount is payable where a transaction is made in any currency (including Australian dollars) and the merchant or financial institution accepting the card is located outside of Australia. This will include online transactions performed in Australia in Australian dollars where the merchant is located outside of Australia and will also include transactions performed overseas in Australian dollars. The fee will appear on your transaction history as a separate amount to the Australian dollar transaction amount.

6.2 Government charges.

We may deduct from the card value any government duties, taxes, rates or charges now or in the future charged upon or in relation to the use of your card or transactions deducted from the card value, whether or not you are primarily liable for such duties, taxes, rates or charges.

7. Liability.

7.1 Lost or stolen cards.

You can report the loss, theft or misuse of your card at a Westpac branch. Lost or stolen cards may be replaced when you can provide the card number to us. Subject to 7.2 below, the remaining lost or stolen card value will be loaded on to any replacement card issued.

7.2 Unauthorised transactions.

You are responsible for the use and safety of your card.

For unauthorised transactions to which the ePayments Code applies:

- (a) You will not be liable for losses resulting from unauthorised transactions where it is clear that you have not contributed to the loss.
- (b) You will not be liable for losses resulting from unauthorised transactions unless you unreasonably delay in reporting loss or theft of the card.
- (c) If you are unable to report to us because our facilities are unavailable, you are not liable for any unauthorised transactions which could have been prevented if you had been able to tell us provided you tell us within a reasonable time after our facilities become available again.
- (d) Our liability for any loss arising from equipment or system unavailability or malfunction where you should reasonably have been aware that the system or equipment was unavailable or malfunctioning is limited to:
 - (i) correcting any errors; and
 - (ii) refunding any fees or charges imposed on you.

If otherwise, you are responsible for all transactions on your card, including unauthorised transactions, except to the extent there has been fraudulent or negligent conduct by any of our employees, agents or service providers.

7.3 Protecting your card.

To protect your card, you should:

- (a) sign it as soon as you receive it;
- (b) carry it with you whenever you can;
- (c) regularly check that you still have your card; and
- (d) not allow anyone else to use a card you have signed.

Please note: Liability for losses, including where liability is limited, resulting from unauthorised transactions to which the ePayments Code applies is determined under the relevant provisions of the ePayments Code, notwithstanding the obligations listed above.

8. Feedback and Complaints.

Delivering on our service promise.

We're constantly striving to provide the best possible service, and we'll do our best to resolve any concern you have efficiently and fairly.

Our commitment to you.

If you're ever unhappy about something we've done – or perhaps not done – please give us the opportunity to put things right.

Our aim is to resolve your complaint within 5 business days, and where possible we will resolve your complaint on the spot. If we need additional time to get back to you, we will let you know. Should we be unable to resolve your concern at your first point of contact, we will then refer the complaint to our dedicated Customer Managers in our Customer Solutions team.

Our Customer Solutions Customer Managers are here to find a solution for you and will ensure that you're regularly updated about the progress we are making to resolve your complaint.

You can contact us:

Over the phone.

Please call us from anywhere in Australia on 132 032. If you are overseas, please call +61 2 9155 7700.

By post.

You can write to us at:

Westpac Customer Solutions
Reply Paid 5265
Sydney NSW 2001

In branch.

If you prefer to tell us in person, go to our website to locate your nearest branch.

Online.

Email us at

westpaccustomersolutions@westpac.com.au

For further information go to our website and search 'Feedback and Complaints'.

If you are still unhappy.

If you are not satisfied with our response or handling of your complaint, you can contact the external dispute resolution scheme, the Australian Financial Complaints Authority (AFCA).

Australian Financial Complaints Authority.

The Australian Financial Complaints Authority (AFCA) provides a free and independent service to resolve complaints by consumers and small businesses about financial firms (e.g. banks), where that complaint falls within AFCA's terms of reference.

The contact details for AFCA are set out below.
Australian Financial Complaints Authority.

Online: www.afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678 (free call)

Post: Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001

9. Changes to these Conditions of Use.

We may change these Conditions of Use at any time. We will notify you of any change as soon as reasonably possible (which may be before or after the change is made) or, if we believe the change is unfavourable to you, at least 30 days before the change takes effect. We can also give you a shorter notice period (or no notice) if we believe that it is necessary to manage a material and immediate risk to you or us including to avoid, or to reduce, a material increase in our credit risk or our loss. The changes will be notified through an advertisement in a major newspaper. The current version of these Conditions of Use will be available at westpac.com.au/giftcard

10. Other.

10.1 Privacy.

We collect, use and disclose your personal information in accordance with our Privacy Statement, which also contains our contact details for access to or correction of your personal information or if you wish to make a complaint. Our Privacy Statement is available in summary and in full in PDF and HTML formats at westpac.com.au/privacy/privacy-statement/ or by calling us on 132 032. You can also visit us at a nearby branch to obtain a copy of the Privacy Statement. We suggest you read it before applying for any product or service from us.

10.2 Exercising our rights.

If we fail to exercise or delay in exercising any of our rights under these Conditions of Use, that failure or delay does not constitute a waiver of our rights.

10.3 Governing law.

These Conditions of Use are governed by the laws of New South Wales.

10.4 Non-assignment.

- (a) Once a Card has been signed neither it, nor the contract between you and the Bank created under clause 1.2, is transferable by you. The Card may only be used by the person who has signed it.
- (b) The Bank may transfer this contract to someone else. If the Bank wants to do so it can give anyone all information that privacy laws allow it to give.