

# Notice of updates to our 'Low Rate Visa Credit Card Conditions of Use'

**Effective 1 November 2023, we've updated our Low Rate Visa Credit Card Conditions of Use.**

For your convenience, below is our summary of the key changes to the Conditions of Use, with the clause references being those in the new version.

Whilst we've provided summaries of the key changes, please review our full Low Rate Visa Credit Card Conditions of Use (Conditions of Use) located on our website at: [www.australianunity.com.au/banking/terms-and-conditions](http://www.australianunity.com.au/banking/terms-and-conditions).

## **Order of terms**

The order in which the terms appear in this booklet has been updated to improve clarity and referencing.

## **'About these Terms and Conditions'**

The previous 'Information Statement' section has been replaced with an 'About these Conditions of Use' section at the front of this booklet, and now includes a list of the documents that contain the terms of the products listed in the Conditions of Use.

## **Withdrawals and Transaction Limits (Clause 2.5)**

This content has been updated to state that if you use your Card to overdraw any of your Linked Accounts or exceed the unused portion of your credit limit we may decline any payment instruction given and charge you a fee as advised to you from time to time. We may also limit the amount of an Electronic Transaction if it's required for security or credit risk purposes.

### **Allowing Additional Cardholders to use the Credit Card Account (Clause 3.2)**

This content has been expanded to state that, if we agree, we may issue an additional Credit Card and separate PIN to an additional cardholder. This clause now uses the term “primary cardholder”, which means you.

### **Authorising transactions (Clause 3.5)**

This content has been expanded to explain the authorisation process more clearly and what happens when you authorise any transaction.

### **Standing Authorities (Clause 3.6)**

This content has been expanded to provide additional information on how standing payment authorities work and what happens to a standing payment authorisation should your Visa Card details be changed.

### **How you can make deposits (Clause 3.8)**

We have changed this content to provide additional information on how deposits are applied to your account, noting that electronic credits may not be processed on the same day. You should also refer to clause 4.2 for more information, including in relation to deposit timing.

### **Processing of deposits and withdrawals generally (Clause 4.1)**

This content has been expanded to provide information on when deposits are applied to your account.

### **Fees and Charges (Clause 6)**

This content has been expanded to explain that we may vary fees or charges from time to time and we’ll debit the account to which any applicable government taxes, charges and duties apply.

### **Exchange rates and related charges for foreign currency amounts (6.1)**

This content has been renamed from ‘Using the Card Outside Australia’ and we have added further details about when you may be charged an ATM withdrawal fee.

## **Amounts included in the transaction balances (Clause 7.2)**

This content has been expanded to explain more clearly what amounts are included in Purchase balances and Cash Advance balances on your Statements.

## **Closing of the Account, suspending Accounts, Cancellation of the Cards and deciding not to process a transaction (Clause 9)**

This clause has been renamed and updated, with content added to explain more clearly the process for closing, cancelling or suspending your Credit Card Account, and the circumstances in which we can refuse to authorise a transaction or close your account with or without giving you notice (acting reasonably).

## **Anti-Money Laundering and Sanctions (Clause 10)**

This clause has been added to explain that we may delay, block or refuse to process a transaction without incurring any liability if we (acting reasonably) suspect that a transaction may break any law, involves any sanctioned person or is directly or indirectly applied for unlawful conduct. This clause also includes a warranty that you are not holding your Credit Account as trustee and you declare and undertake that the processing of any transaction by us in accordance with your instructions will not breach any law or regulation in Australia or any other country.

## **How to dispute a transaction (Clause 11.1)**

This clause has been renamed and updated, with content added to explain what happens at the conclusion of a disputed transaction investigation, including how a disputed transaction amount is usually refunded.

## **Fraud (Clause 11.2)**

This clause has been added to explain the process to take if you've been a victim of banking or card fraud and communicate that we may (acting reasonably) suspend or terminate our banking services to you, including your ability to make external transfers if we suspect that you, or someone acting on your behalf, is being fraudulent.

### **Resolving your dispute under the scheme rules (Clause 11.3)**

This content has been added to more clearly explain the process for resolving a disputed transaction.

### **Credit Card renewal and replacement (Clause 12)**

This content has been added to more clearly explain the process associated with card renewal and card replacement.

### **Default (Clause 13)**

This content has been updated to more clearly explain when you will be in default, and setting out some further actions we may take if you are in default (including listing a default on your credit report) and subject to the National Credit Code.

### **Complaints (Clause 18)**

This content has been updated to explain the complaints process more clearly once we received a complaint.

### **Privacy (Clause 20)**

This content has been updated to more clearly explain how we will collect and use information about you during the course of your relationship with us, including in relation to credit reporting.

### **Security of cards, PINs, secret codes and passwords (Clause 21.4)**

We have updated the content in relation to 'Card security', 'Internet banking and mobile app security' and 'Additional security guidelines' to reflect good practice and more clearly set out your obligations when it comes to the security of your Card and your Account.

### **Mistaken Internet Payments (Clause 21.6)**

This content has been expanded to provide additional clarification on the definition of a 'Mistaken Internet Payment' and the process for reporting, investigating and resolving a Mistaken Internet Payment, including where you are the recipient of a Mistaken Internet Payment.

### **Liability for Unauthorised Transactions (Clause 21.8)**

This content has been updated to more clearly explain when you will not be liable for losses arising from unauthorised transactions.

### **Exclusion of warranties and representations (Clause 21.10)**

Subject to your rights under the ePayments Code, this clause has been added to set out certain issues we don't provide warranties or representations about, including that we don't warrant the acceptance of your Visa Card by Merchants or facilities displaying the Visa Symbol, we aren't responsible for defects in the goods or services you purchase with your Visa Card, and we are not liable for discrepancies in case received through ATMs (but we'll assist you in disputing the transaction).

Contact us  
**1300 790 740**  
**[australianunity.com.au](http://australianunity.com.au)**