

Westforce Credit Union Debit Card – Conditions of Use

As soon as you sign or use your Westforce Debit Card, you are deemed to have agreed to the Conditions of Use in this document and the Application Form (together, the Terms and Conditions). The Terms and conditions form the contract between yourself, as the card holder and Westforce Credit Union.

Under our Conditions of Use, you are required to:

- Keep your Personal Identification Number (PIN) secure,
- Agree that your card is the property of Westforce Credit Union,
- Sign your card as soon as you receive it.

If you have any enquiries about your Debit Card, you can call us on 0508 Westforce or 09 828 8285. If you need to write to us, our address is Westforce Credit Union, PO BOX 15553, New Lynn, Auckland.

Please let us know straight away if you change your address or personal details.

Receiving and signing your card

When you receive your card, you must immediately sign it. You must not use your card until you have signed it. You must not send your card overseas or have any other person send your card to you overseas. Please contact us to find out about sending a card overseas or receiving a card while you are overseas.

Ownership of your card

Your card and card number are the property of Westforce Credit Union. You must not copy or reproduce the card. If Westforce Credit Union tells you to return or destroy your card, then you must do so.

Selecting or changing the PIN

It is necessary for you to select a personal identification number (PIN) before you can use your Westforce Debit Card.

When you select your PIN, you should choose a number that you will be able to remember easily as you must remember it. You must not choose unsuitable numbers such as birth dates, months or years, parts of your telephone number, parts of your card number or sequential or easily identified numbers (e.g. 2345 or 2222). You must also not use numbers from personal data such as your driver's licence or other numbers easily connected with you.

Card replacement

When requested a card replacement, you can ask us to mail you a PIN when we send your new card. For your security, it will come in a different envelope. You must destroy the envelope once you have received your PIN.

Protecting your card or PIN

For your security, your PIN must not be:

- Written down, especially not on the card
- Kept in any form with the card, or
- Disclosed to any other person, including the Police, friends, family members or bank staff, or negligently or recklessly disclosed. You must ensure no one can see you enter your PIN at ATM's and Eftpos terminals.

You must exercise every possible care to ensure the safety of your card and to prevent disclosure of your PIN. You must not allow others to use your card, card number or PIN. Always get your card back after using it. Do not leave your card in an unattended wallet, purse or vehicle (particularly in night clubs, hotels or restaurants). If your card is lost or stolen together with your PIN, it can be used for unauthorised transactions, which may result in a loss to you.

Lost or stolen cards/PINs

You must notify us immediately if

- Your card is lost or stolen,
- Your PIN becomes known to someone else
- A record of your PIN is lost or stolen

You will be required to provide information on how the loss occurred. If the loss of the card occurs outside of normal business hours, immediately notify us on 0508 Westforce or 09 828 8285 and confirm any telephone notifications of loss in writing within seven (7) days to Westforce Credit Union. We may pass on all relevant information to the Police.

If you live outside of New Zealand, please:

- Notify a bank which displays the Master Card symbol, or
- If you cannot find a bank which displays the Master Card symbol; notify us by calling 0508 Westforce or 09 828 8285. There may be a charge to your account if a replacement card is required.

To report a lost or stolen card, please call 0508 Westforce or 09 828 8285.

Liability for losses which result from Lost/Stolen Cards/PINs

Once you have told us that your card has been lost or stolen, or your PIN disclosed, either in New Zealand or overseas, you will not be held responsible for any unauthorised use of your card after that time, unless one of the circumstances listed below applies. You will be liable to pay no more than \$50 or any loss that occurs before you notify us

However, this \$50 limit will not apply if:

- you have not acted in accordance with the Terms and Conditions
- you have failed to reasonably safeguard your card,
- you have kept a written record of your PIN on or with your card
- you have kept your PIN in a form that can be readily identified as a PIN,
- you have selected an unsuitable PIN,
- you have disclosed your PIN to anyone, whether family or those in apparent authority including bank staff, or let them use your card,
- you have unreasonably delayed notifying us that your card has been lost or stolen, or that your PIN has been disclosed,

- you have failed to take all reasonable steps to prevent disclosure to any other person when keying in your PIN,
- you have acted fraudulently or negligently.

In the above instances, your maximum liability will be the less of:

- the actual loss at the time of notification; or
- the maximum amount that you would have been entitled to withdraw from your account between the time your card is lost/stolen and the time you notify us; or
- the total credit available from the account(s) which your debit card operates on.

If your card gives you access to an account with a credit facility, failure to look after your card and PIN could result in a substantial loss for which you could be held responsible.

There may also be a charge to your account if a replacement card is required.

Westforce Credit Union's liability

Westforce Credit Union will be responsible for any direct and/or reasonably foreseeable loss or damage caused by the failure of either your card or any electronic funds device (excluding any card or EFT terminal which is obviously faulty, or in the case of an EFT terminal which has been advised by message notice or display as being faulty) to function properly. We will also be liable for any direct or indirect loss or damage which results from the fraudulent or negligent acts or omissions of our employees or agents.

Liabilities for transactions charged to your account

You are responsible for all transactions made with the use of your card or card number. You will be required to pay us the amounts on all:

- cash advance and sales vouchers signed or authorised by you or another cardholder on your account,
- mail, telephone, internet order or email transactions and recurring payments authorised by you or another cardholder on your account,
- EFT transactions carried out on your account using your card(s) or the card of another cardholder on your account,
- other transactions authorised by you or another cardholder on your account and approved by us.

There are risks involved if you or another cardholder on your account initiates a transaction by mail order, telephone order, internet or by email. You are giving authority to the MasterCard® merchant to process an EFT transaction or issue a sales voucher for the purchase amount which will be debited to your account. You should consider the security and standing of the company or entity you are doing business with. If you or another cardholder on your account initiates recurring payment transactions, i.e. if you agree with a MasterCard® merchant that an amount will be debited against your account on a regular basis, then you are liable for meeting those transaction amounts even if you close your account.

In certain circumstances, your agreement with the merchant may authorise the debiting of your account with additional purchase amounts without the need for your signature. Provided these amounts have been incurred under the terms of that agreement, they may be charged to your account.

Incorrect or unauthorised transactions

If you think a transaction shown on your statement is incorrect, you can dispute it, provided you notify us in writing within 60 days from the date of the transaction.

In some situations, if you do not receive the goods or services you have ordered with your card or by use of your card number, or you have not authorised a transaction, you may be able to get a credit for the transaction.

Card transaction requirements

Use of your card constitutes an irrevocable order to Westforce Credit Union, and you may not stop payment of a transaction made using your card. There are limited circumstances under which we can reverse a transaction which will be subject to MasterCard® scheme rules, for example we cannot reverse a transaction where there is a dispute with a merchant about the quality of goods and services. We will not be responsible for the goods and services supplied by any merchant, and any complaints you have with the merchant must be resolved by you.

Electronic funds transfers will be debited to your account on the day the transaction is made, or as soon as possible thereafter, subject to our right to vary the date of debiting due to circumstances beyond our control.

When you use your card in an electronic funds device other than a Westforce Credit Union ATM or branch terminal, the transaction will be processed as soon as we are notified by the bank that owns the electronic funds device you used.

When systems are fully operational, the daily transaction limits for EFT transactions made with your card, subject to your available credit limit and available funds in your nominated account(s), are a maximum of:

- up to \$3,000 daily for Online EFT transactions from all accounts that can be accessed by your card, or
- \$3,000 daily for ATM cash withdrawals from any account, or combination of accounts, that can be accessed by your card, plus
- up to \$200 daily for contactless transactions from all accounts that can be accessed by your card;
- other EFT transactions from all accounts that can be accessed by your card, up to a maximum of \$5,000 less the amount of any ATM cash withdrawals made in the same day.

You will be obliged to pay any amount debited to your accounts which exceed the daily EFT transaction limit described above. In addition, there may be a daily limit on the number of EFT transactions you may make using your Debit card.

Limits are set lower for some transaction types and may be changed at any time by us by giving you fourteen (14) days' written notice in accordance with the 'Variations of conditions of use' section of these Conditions of Use to your last known address.

In respect of off-line transfers, any voucher signed or authorised by you shall be authority for us to process the transaction to your account. The transaction will be processed as soon as we receive it. If you initiate a transaction with your card by mail order, telephone order or via the internet you are authorising the MasterCard® merchant to process an EFT transaction or issue a sales voucher for the purchase amount which will be debited to your account. If you initiate recurring payment transactions (i.e. if you agree with a MasterCard® merchant that an amount will be debited against your account on a regular basis), then you are liable for meeting those transaction amounts even if you close your account.

The acceptance of an electronic funds transfer or an off-line transfer is not a representation by us that you have sufficient funds in your account to cover the transfer of funds. Where a transfer overdraws your account, normal overdraft charges will apply. Details of these charges are available from any of our branches or by call us on 0508 Westforce or 09 828 8285

If an off-line funds transfer is processed to an account that has been closed or is open and there are insufficient funds to permit the transaction, we will not be deemed in any way to have consented to that transfer. You are liable for meeting the transaction amount.

If you wish to dispute a transaction on your statement, you may do so. See the section on 'Transaction disputes' later in these Conditions of Use. In addition to the Terms and Conditions, the use of your card is also subject to the terms and conditions which apply to your account.

Card acceptance & limitations

In New Zealand, your card will be accepted in any electronic funds device or by any merchant displaying the MasterCard® symbol. Overseas, the card will be accepted by banks and merchants displaying the MasterCard® symbol and at any electronic funds device displaying the MasterCard® symbol. However, we will not be held liable if any bank or merchant either refuses to accept the card or will not allow the card to be used to purchase particular types of goods and services available at the premises. We will not be responsible for the goods and services supplied by any merchant.

Any complaints you have with the merchant must be resolved by you.

The use of your card for foreign currency transactions may be subject to exchange controls or other government requirements. MasterCard® processes, and converts into New Zealand dollars, cash advances, purchases and/or charges made in foreign currencies at the rate(s) of exchange fixed by MasterCard® Worldwide on the day the transaction is processed by MasterCard® (and not necessarily the date that you enter into your transaction).

In addition to the overseas ATM and EFTPOS fees, you may be charged Westforce Credit Union's fees and/or a foreign currency conversion fee charged by the bank on any such foreign currency transaction. Details of fees are available upon request from Westforce Credit Union which forms part of these Terms and Conditions.

Contactless Transactions

You may use your Debit card to make contactless transactions in New Zealand and overseas with any bank or merchant displaying the MasterCard® symbol and the contactless symbol.

You will be required to enter your PIN or sign to use your Debit Card for contactless transactions in New Zealand over \$200.00. Different limits may apply overseas (which we have no control over). For security purposes, you may also be required to enter your PIN or sign to use your Debit card from time to time to make a contactless transaction in New Zealand or overseas.

Some merchants may apply a surcharge to purchases made by tapping your card on a contactless terminal. This should be drawn to your attention before you proceed with the transaction. This surcharge amount will be added to your purchase amount and debited from your account and shown on your statement separately.

By using a contactless card to make a contactless transaction, you agree that you're giving us the authority to take that amount from your account and pay it to the merchant. You can't stop or reverse the transaction. You agree that we don't have to check who is making the transaction, or whether they have your authority.

Damaged or faulty cards

In the event that your card becomes damaged or faulty, we will issue you with a new card when you return the damaged/faulty card to us, together with a description of how the damage or fault occurred. There may be a charge to your account for this replacement card. Such a replacement card will be subject to these Terms and Conditions as if it were the original card.

Charges

Charges that may be incurred and charged to your account are subject to change and details of these charges are available in our Rates and Fees Schedule which forms part of the Terms and Conditions.

Charges include:

- monthly card charges
- replacement card charges

- urgent replacement card charges
- courier/freight charges for replacement cards
- voucher search charges
- transaction charges
- government duties or taxes
- using another banks ATM charges
- Foreign currency fees
- Merchant fees

The Rates and Fee Schedule is available from Westforce Credit Union by calling 0508 Westforce or 09 828 8285 or via our website at www.westforce.org.nz

Authorisations and Debit holds

Purchases made using the Debit card may result in Westforce Credit Union holding the equivalent amount of funds in your account until the payment is processed by the merchant. Funds may be held up to a maximum of seven business days. Merchants may also check the card authenticity by requesting a hold for a nominal amount. This often occurs with hotels, airlines and online shopping merchants and will remain in place for the full 7 business days and may temporarily reduce the amount of available funds in the account. If authorisation was given for the purchase or payment, the balance on your account may be greater than the available funds in your account.

Terms & Conditions set by Third Parties

In addition to the Terms and Conditions, the use of your card in an EFT terminal is subject to the conditions imposed from time to time by other financial institutions who are parties to any EFT system.

As a result, you give consent to making personal information available to third parties for the purpose of assisting in the provision of the Services as part of a Fraud monitoring service, electronic messages sent to any device capable of receiving such message or emails.

Card Cancellation

Westforce Credit Union may cancel your card at any time or refuse to replace the card after the expiry of the 'valid thru' date without prior notice. If you are notified that your card has been cancelled, you are required to cut your card in half and return it to Westforce Credit Union. You may cancel your card by notifying us in writing, or electronically if approved and verified; cutting the card in half and returning it to Westforce Credit Union. You remain responsible for any transactions, fees, interest, collection charges, penalties and any other amounts incurred up to and including the date of cancellation until all monies outstanding have been paid in full.

Transaction Disputes

You are responsible for checking your statements, either by statement or regularly online, to ensure their accuracy and advising us of any mistakes, even if you are not at the address which you have requested us to send statements. If you do not notify us of a disputed transaction within the time period stated below, then the charge or record of the transaction will remain on your account.

If you dispute any transaction, you must notify us in writing within 60 days of date of the transaction, giving the following information:

- your name and account number,
- the amount and nature of the disputed transaction, attaching (if available) a copy of the transaction record or sales voucher in support of your case,
- details of the EFT terminal (if any) at which the disputed transaction occurred,
- details of the website (if any) through which the disputed transaction was initiated,
- the date and approximate time (if known) on which the disputed transaction occurred, and
- details of any formal complaint lodged with the Police.

Once you have notified us of the disputed transaction we will investigate the matter and acknowledge your complaint within five days. Failure to report the incorrect, invalid or unauthorised transaction within 60 days of the date of the transaction will mean we cannot reverse the transaction and you must pay for it. Where it is established that an error did occur (whether it was the disputed transaction complained of, or not) it will be corrected, and you will be advised of any appropriate adjustments which will be made to your account in respect of credit charges and other charges.

If, because of our investigation, we believe the charge or transaction should remain, we will write to you setting out our reasons and service charge.

If you have followed Westforce Credit Union's internal complaints procedure and you are still not satisfied with the outcome of the investigation, you may refer the matter to the Financial Services Complaints Limited (FSCL), the external dispute resolution scheme for our industry. This independent body is approved by the Ministry of Consumer Affairs

In respect of disputes between merchants and cardholders, refer to the 'Card transaction requirements' section of these Conditions of Use.

Variation of Conditions of Use

We reserve the right to vary these Conditions of Use. Notice of any changes to these conditions will take effect not less than 14 days after the date of notice and will be given either by: posting to your last known address, or notices in our branches or statements in the media (including public notices via our newsletter).

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