

CASH PASSPORT™

MASTERCARD® PREPAID CURRENCY CARD

THE
CARD THAT
TAKES YOU
ANYWHERE



CHIP+PIN
PROTECTED

SECURE

CONVENIENT

RELOADABLE

CASH PASSPORT™

MASTERCARD PREPAID CURRENCY CARD

The secure
and convenient way
to spend overseas

CHIP+PIN
PROTECTED

The Cash Passport MasterCard® Prepaid Currency Card, is a Chip and PIN protected travel money card available in Euro, British Pounds, US, NZ and Australian Dollars.



 **SIMPLY PREPAY
AND GO!**

Secure

- Chip and PIN protected
- Not linked to your bank account
- Supported around the world by Cash Passport's award winning 24/7 Global Emergency Assistance
- Free second back-up card provided
- Free replacement of lost or stolen cards

Convenient

- Withdraw local currency at over 1.9 million ATMs worldwide
- Accepted at over 29 million retailers and online with no transaction fee
- No bank account required to purchase and you don't have to be 18 years of age
- Use unspent funds for your next trip or cash out the card
- Manage your account easily online with secure visibility of your transaction details and services like an ATM locator

Reloadable

- Load your card as many times as you like*
- Reload at any participating branch of the financial institution, travel agent or retailer where you bought your Cash Passport**
- Reload using Bill Payment via telephone/ internet banking, allowing approximately two business banking days to process**

Avoid currency fluctuations when you load funds onto a EUR, GBP, USD or AUD Cash Passport and use it in the corresponding country or region.

Prepayment means no unexpected bills when you return home.

*Until card expiry and subject to reload limits (see Fees and Limits table).

**Please note that any reloads are made at the relevant exchange rate on the day that the reload is processed (this varies from day to day).

Easy Account Management

Managing your Cash Passport couldn't be simpler. You can check your balance, recent transactions and more online at www.cashpassport.com

Alternatively, you can phone Card Services to use our automated balance service.

Customer Satisfaction

We are dedicated to making your Cash Passport experience as enjoyable as your trip. Many of our cardholders recommend the card to a friend and we are always innovating to make Cash Passport better.

Unparalleled Global Emergency Assistance

Should the worst happen and you lose your card, or it has been stolen, don't worry. Our dedicated team are on hand 24 hours a day, 7 days a week to help. The first thing to do is call Card Services straight away so that we can cancel the card.

Then we offer assistance including emergency cash replacement: anywhere in the world, normally within 20 minutes*.

*In some remote locations this could take up to 24 hours.



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Using Your Card Frequently Asked Questions

How to use your Cash Passport

Your Cash Passport will generally be activated within four business hours of purchase. You can use your Cash Passport at any ATM displaying the MasterCard® logo as well as MasterCard merchants including shops and restaurants.

So, you can have access to your funds instantly, at any time of the day or night. With a Cash Passport you do not need to worry about bank opening hours or lengthy queues.

Checking your balance

Simply go to 'My Account' at www.cashpassport.com and you'll be able to see your Cash Passport balance – you can also review any recent transactions here.

Alternatively, you can phone Card Services to use our automated balance service. Some ATMs also provide balances, but it's not necessarily the same rate that will be applied to your card so a slight variation will occur. That's why we recommend using our online or phone services. In the near future if you have provided us with your mobile phone number

we may also send you low balance alerts via SMS.

Want to put more money onto your Cash Passport?

This couldn't be easier. Just return to the place of purchase with your card number and valid photo ID and they will reload the card for you. You can also reload using Bill Payment via telephone/internet banking.

For bill payment reloads, a 1% commission applies and a currency conversion will apply to foreign currency cards. Payments made before 17:00 NZ time will be processed in two business banking days.

For reloads in person, the commission varies by outlet and you should ask at the time of reload.

For all reloads on foreign currency cards, a currency conversion will also apply.

What should I do with my Cash Passport after the trip?

For further reload details and options please see www.cashpassport.com. Simply keep your Cash Passport for your next trip. Your Cash Passport is valid until the date shown on the front of the card. Until then,

you can load it with additional funds as often as you like (up to the reload limits).

Alternatively, you can choose to close your card account and return the remaining balance to your bank account by filling in a Cash Out Form online or returning to a participating agent.

You may be charged a Cash Out fee for closing your account and refunding the balance.

For more information on these charges refer to the Fees and Limits table in this brochure.

What if my Cash Passport has expired?

If you still have funds on your Cash Passport and it has expired, you can obtain a refund of the balance.

You may be charged a Cash Out fee for refunding the balance.

How much should you load on your Cash Passport?

If you're planning a trip overseas, it's a good idea to get an accurate idea of local prices. We've created an online Budget Calculator at www.cashpassport.com that will help you plan for essentials such as accommodation, meals and key attractions.



For more information visit www.cashpassport.com and log on to 'My Account' to check your balance and view your transactions. Alternatively, call us free on the numbers below.

Useful telephone numbers for 24/7 assistance. Card Services, lost or stolen cards.

In an emergency, or if you've lost your Card or had it stolen, please contact Card Services immediately, so that we can cancel it and offer assistance, including emergency cash replacement.

Country	Phone Number
New Zealand	0800 444 691
Australia	1800 098 231
Hong Kong	800 966 321
Japan	00531 780 221
South Korea	00798 4434 1279
Thailand	001800 442 212
UK	0800 056 0572
USA/Canada	1 877 465 0085
Other Countries*	+44 (0)20 7649 9404

*Please remember to add the international prefix of the country you are in, at the beginning of this number (in most cases this is 00, for example 0044 (0)20 7649 9404). Calls to this number are not free of charge.

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Fees and Limits Table	NZD	AUD	EUR	GBP	USD
FEES					
Load fee and in-branch Reload fee	Charges apply and vary by Agent. Up to 2% of the initial load/in branch reload value or a NZ\$15 minimum may apply				
Electronic Reload fee	1.0% of the value of the reload amount				
ATM fee per withdrawal*	NZ\$4.00	AU\$3.30	EU€2.20	GB£1.70	US\$2.80
Purchase from the merchant^	FREE				
Cross border usage fee†	Refer to clause 7 in the Terms and Conditions				
Monthly inactivity fee debited from your Card if it has not been used for 12 months	NZ\$4.00	AU\$3.30	EU€2.20	GB£1.70	US\$2.80
Negative balance fee	NZ\$25.00	AU\$20.00	EU€15.00	GB£10.00	US\$15.00
Cash Over the Counter fee	NZ\$12.00	AU\$10.00	EU€6.00	GB£5.00	US\$8.25
Additional Card linked to the same funds	FREE				
Cash Out fee	NZ\$10.00 or equivalent (as determined by us) in the currency of the Card.				
LIMITS					
Maximum amount you can withdraw from ATMs in 24 hours*	NZ\$2,000	AU\$2,000	EU€1,500	GB£1,000	US\$1,500
Maximum amount that you can spend at merchants in 24 hours	NZ\$8,000	AU\$7,000	EU€4,000	GB£3,000	US\$5,000
Maximum amount you can withdraw as cash over the counter in 24 hours	NZ\$400	AU\$350	EU€200	GB£150	US\$250
Maximum electronic reload amount	NZ\$10,000 or equivalent (as determined by us) in the currency of the Card.				
Minimum amount you can load on your Card (this amount varies depending on the Purchase Location or outlet where the Card is loaded or reloaded)	NZ\$250	AU\$200	EU€125	GB£100	US\$150
Maximum load and maximum balance allowed on your Card(s) at any one time	NZ\$25,000	AU\$20,000	EU€15,000	GB£12,000	US\$15,000
Maximum load over 12 months#	NZ\$51,000	AU\$45,000	EU€27,000	GB£24,000	US\$30,000

* Some ATM operators may charge an additional fee or set their own limits.

† Subject to any surcharge which may be imposed directly by a merchant.

‡ Merchant transactions and ATM withdrawals in a currency other than the currency of the Card will be exchanged to the currency on the Card, at an exchange rate determined by MasterCard® on the day the transaction is processed, increased by 3% for an NZD Card and 4% for a foreign currency Card.

* The total amount you may load onto all prepaid cards issued to you by us, during any twelve (12) month period.

Cash Passport is issued by Travelex Card Services Limited, pursuant to license by MasterCard International. MasterCard® and the MasterCard® Brand Mark are registered trademarks of MasterCard International Incorporated.



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What are the risks?

The principal risk to a cardholder is an inability to recover all or part of the money loaded onto a Cash Passport. This could occur for a number of reasons. Some of the principal factors that may affect Travellex Card Services Limited's (the "Company's") ability to repay money loaded onto a Cash Passport are set out below:

- **No guarantee/security:**

The Company's obligations in relation to the Cash Passport, including to repay the full amount loaded onto a Cash Passport, are unsecured and not guaranteed by any person (including by any other member of the Travellex Group, by any shareholder of the Company, or under any government compensation scheme).

- **Trust Account:** Pursuant to an agreement dated 5 June 2009, which was amended and restated on 12 April 2011, ("Trust Deed") between the Company, MasterCard® International Incorporated and Deutsche Bank AG, London Branch the Company has established a trust account ("Trust Account") in London, England with Deutsche Bank AG London Branch in connection with the operation of its MasterCard branded pre-paid cards business (including the Cash Passport). Funds loaded onto a Cash Passport are not paid directly into the Trust Account. Rather, the Company has agreed under the terms of the Trust Deed to maintain on a daily basis, an amount in the Trust Account equal to the reported net balance standing to the credit of all Pre-paid Cards on the previous day. The Company has declared a trust over the funds properly held in the Trust Account for the benefit of MasterCard in respect of amounts owing to MasterCard, scheme members and relevant merchants, and for the benefit of cardholders in respect of all remaining amounts. The extent of the funds properly held in the Trust Account is dependent on the Company's continued performance of its obligations under the Trust

Deed. Cardholders are not parties to the Trust Deed, and do not have the right to enforce the Company's obligations under that agreement. Although the Company has declared a trust over the funds in the Trust Account in favour of holders of Pre-paid Cards, it is possible that the effectiveness of this declaration could be challenged, and a court may not recognise the trust.

- **Bank of Scotland PLC guarantee and security:**

The Company, alongside most trading entities in the Travellex Group, will act as a guarantor of the senior facilities granted by a syndicate of lenders for which Bank of Scotland PLC is the agent. The guarantee will be backed by a first-ranking security in favour of Bank of Scotland PLC over the assets of the Company. The ability of the Company to repay the full amount loaded onto a Cash Passport should not be impacted by the guarantee being called upon as the amounts loaded onto Cash Passport are third party assets held on trust for the benefit of cardholders.

- **Foreign exchange fluctuations:**

When a Cash Passport is loaded, it is loaded with a single predetermined currency. When a cardholder uses his or her Cash Passport around the world, cash is disbursed in the local currency. This means that the cardholder is exposed to, and takes the risk of, foreign exchange fluctuations. For instance, if a Cash Passport is loaded with New Zealand dollars, over time the New Zealand dollar equivalent of all withdrawals a cardholder makes using his or her Cash Passport may be less than, or more than, the original New Zealand dollar loaded amount.

- **MasterCard:** The Company's ability to offer the Cash Passport is entirely dependent on its contractual arrangements with MasterCard, which enable the Company to offer the Cash Passport and permit cardholders to obtain cash from MasterCard ATMs around the

world. MasterCard has certain rights, as set out in the MasterCard rules, to terminate the Company's membership of MasterCard. If the arrangements with MasterCard were to end, the Company would no longer be able to offer Cash Passports and cardholders would not be able to withdraw cash using their Cash Passport from ATMs, and would be required to obtain their funds directly from the Company or a Cash Passport Card Retailer through a Cash Out.

- **IT system errors:** The use of the Cash Passport is dependent on the efficient operation of IT systems. It is possible that these systems could fail or lead to an error in relation to a cardholder's Cash Passport. A card holder may, as a result of such a failure or error, be unable to access his or her funds for a period of time. If any such failure or error occurs, the Company will rectify it as soon as is possible.
- **Local conditions:** Cardholders may not be able to use their Cash Passport around the world at any particular time for a number of reasons. These include unavailability of MasterCard ATMs because of local legal or regulatory restrictions, natural disaster, riot, war, strike or other reasons beyond the Company's control.
- **Other factors:** Other factors which may affect the operational and financial performance of the Company and the Travellex Group as a whole include:
 - natural disasters (such as earthquake and tsunami);
 - adverse world events (such as terrorist attack and war);
 - macro-economic factors affecting general trading conditions (such as local or global recession);
 - regulatory risk (such as the imposition of governmental regulation);
 - changes to taxation regimes;
 - financial market risk (such as adverse movement in interest rates or foreign exchange).

Consequences of Insolvency

In the event of the Company's insolvency, a cardholder's claim against the Company and its assets would rank at least equally with all other unsecured creditors of the Company, but behind claims preferred by statute. The Bank of Scotland PLC, as Security Trustee for syndicate of Senior Lenders ("Bank of Scotland") will have a first-ranking security over all of the assets of the Company. This means that in the event of an insolvency of the Company,

Holders would rank behind Bank of Scotland for claims on money loaded onto Cash Passport. Bank of Scotland would not, however, be entitled to claim the funds in the Trust Account, to the extent that the declaration of trust made by the Company in relation to those funds is effective.

Other Material Matters

The Company is a deposit taker as defined in section 157C of the Reserve Bank of New Zealand Act 1989. The Company has obtained an exemption from the Reserve Bank of New Zealand ("Reserve Bank") in relation to the Reserve Bank of New Zealand Act 1989 requirements relating to credit rating, governance, risk management, capital, related party exposure limits and liquidity under the Deposit Takers (Payment Facility Providers) Exemption Notice 2009 (as amended by The Deposit Takers (Payment Facility Providers) Exemption Amendment Notice 2011). The exemption means the Company is exempt from:

- the requirement under section 157I of the Reserve Bank of New Zealand Act 1989 which provides that a deposit taker must have a current rating of its creditworthiness, or, if required by regulations made under section 157K, the creditworthiness of the borrowing group of which the deposit taker is part;
- the governance requirements under section 157L;
- the requirement under section 157M which provides that a deposit taker must have a risk management programme and take all practicable steps to comply with that programme;
- the requirements under sections 157T and 157U which provide that a deposit taker must maintain a minimum capital ratio as specified by regulations made under section 157S, which must also be included in the trust deed;
- the requirements under sections 157X and 157Y which provide that a deposit taker must not exceed any maximum limit on aggregate credit exposures to related parties as specified by regulations made under section 157V, which must also be included in the trust deed; and
- the requirements under sections 157ZA and 157ZB which provide that a deposit taker must comply with quantitative liquidity requirements as specified by regulations made under section 157Z, which must also be included in the trust deed.

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User Guide

Starting out

Please sign the back of your card(s) as soon as you receive them. As best as you can, memorise your PIN.

This is very important as you cannot change the PIN issued with your Cards. For security purposes we recommend you must not keep your PIN written anywhere near your Cards.

If you forget your PIN you can get a reminder by simply calling Card Services, and answering the security questions you supplied on your application, or by going to **'My Account'** at www.cashpassport.com at any time.

How to use your Cash Passport

You can use your Cash Passport at ATMs worldwide, displaying the MasterCard® Acceptance Mark. Simply enter your PIN and how much you want to take out. After that, all you have to worry about is what to spend the money on. You can also use your Cash Passport at merchants (including restaurants, shops, entertainment venues and online), displaying the MasterCard® Acceptance Mark. Simply enter your PIN or sign the receipt as usual. Please note that limits apply (refer to the Fees and Limits table in this User Guide).

Checking your balance

Simply go to 'My account' at www.cashpassport.com and you'll be able to see your Cash Passport balance straight away – you can also check out any recent transactions here. Some ATMs also provide balances, however, if the local currency is not the same as the currency on your Card, the exchange rate used may be different to that applied to your Card and a slight variation may occur. That's why we recommend using the online balance enquiry service available

via **'My account'** at www.cashpassport.com

If you have provided us with your mobile phone number we may also send you low balance and other Card related alerts via SMS.

Want to put more money onto your Cash Passport?

Simply take your Card and valid photo ID to any participating branch or store of the business where you bought it, within the country of purchase, and they will reload the Card for you. Alternatively you can reload using Bill Payment via your telephone/internet banking in New Zealand. Please visit www.cashpassport.com to find the latest information about how to reload your Card, access your transaction history or check your balance.

How about buying things online?

As long as your online retailer accepts MasterCard®, then you can use your Cash Passport to shop online (within the limits and restrictions of your Card), although you may be asked to provide the security code that's printed on the signature strip on the back of your Card.

What if my Card hasn't got all the money I need to buy something?

Sometimes you might see something that costs a bit more than the available balance on your Card. That's OK, if the merchant can support it you can pay the difference with another payment method. Just make sure you tell the cashier before paying and confirm the amount you want deducted from your Cash Passport. The cashier should process your Cash Passport payment first, and then accept the remainder of the balance, in whichever way you want to pay it.

Pre-authorisation – using your card to "hold" a purchase or payment

We don't recommend using your Cash Passport as a guarantee of payment (usually for things like hotels and car hire). These companies may estimate the bill, and then 'hold' the amount for up to seven days, often leaving you without sufficient funds. You can, however, use your Cash Passport to settle your final bill.

What if my Cash Passport is declined?

Normally the only time this will happen is if you don't have enough funds on your Card to cover the cost of the purchase. However, you can use the balance on your Cash Passport for part payment and complete the purchase with another payment method. In some countries, there may be daily or weekly withdrawal limits from ATMs, which may be lower than the limit on your Card. For more information visit www.cashpassport.com

Should you pay in your own currency or local currency?

Dynamic Currency Conversion (DCC) is an optional service that is sometimes offered by foreign retailers and ATM operators, giving cardholders the choice of paying in either the currency of the country they are visiting or their own domestic currency. If you make a purchase or ATM withdrawal in a country where the local currency is the same as the currency on your Card (e.g. using a US Dollar Cash Passport in the USA) and opt in to a DCC service, this may result in a foreign exchange transaction at additional cost to you. If you wish to avoid this risk, you should opt out of the DCC service and choose to pay in the local currency. DCC can also be applied to any domestic credit and debit card, when used abroad.

Queries and Complaints

Queries

You should initially raise any query relating to Cash Passport by calling the appropriate phone number listed on page 5 of this User Guide.

In no circumstances should you direct any queries to MasterCard®.

Complaints

If you have a complaint relating to the Cash Passport card, you may access the internal dispute resolution procedure by:

- **phone** – call the appropriate phone number on page 5 of this User Guide.
- **mail** – write to:
Card Services NZ Ltd
PO Box 28-461
Remuera, Auckland

Attention Cash Passport
Disputes Resolution
- **email** – write to us using the contact details shown at www.cashpassport.com

If you are dissatisfied with the resolution of a complaint you lodge with us, you may be able to refer your complaint to:

Financial Services
Complaints Limited

Email: info@fscl.org.nz

Telephone: (Call Free) 0800 347257
(Wellington) (04) 472FSCL (472 3725)

Fax: (04) 472 3728

Physical Address:

13th Floor
45 Johnston Street, Wellington

Postal Address:

PO Box 5967
Lambton Quay, Wellington 6145

Contact Us

If you have any queries, or want to let us know any comments you have about using your Card, please get in touch with us using the contact details shown at www.cashpassport.com

Please note we cannot deal with specific account queries via email.

For more information about your Cash Passport, please visit www.cashpassport.com

To check your balance and view your transactions, visit www.cashpassport.com and log on to **'My account'**. Alternatively, if you have forgotten your PIN, refer to page 5 of this guide for 24/7 assistance phone numbers.

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APPLICATION FORM

Please read the important information below:
Complete in CAPITALS

Title (Mr/Mrs/Ms/Miss): _____

First Name(s): _____

Last Name(s): _____

Residential Address: _____

Postcode: _____

Home Phone: _____

Mobile Phone: _____

Email: _____

Date of Birth: _____

Mother's Maiden Name: _____

Important Information

Cash Passport is an unsecured debt security issued by Travelex Card Services Limited, a member of the Travelex group. Cash Passport is not guaranteed by any member of the Travelex group. A prospectus is available free of charge from www.cashpassport.com

The Cash Passport card is issued by Travelex Card Services Limited, a Travelex Company, and distributed by various agents. Agents receive a commission for distributing and reloading Cash Passport Cards. Agents do not guarantee the obligations of Travelex Card Services Limited. For more information please see the full terms and conditions.

Personal information is collected for the purposes relating to providing the product and/or service requested. By successfully applying for Cash Passport, you are consenting to us using your personal information to notify you of our related products, promotions and customer surveys that we may conduct from time to time. If you have any privacy concerns, please contact the Privacy Officer using the contact details shown at www.cashpassport.com

☐ By ticking this box I consent to being contacted by email or text message in relation to Cash Passport features and promotions and our related products, promotions and customer surveys that we may conduct from time to time.

By accepting and using the card you agree to be bound by the Terms and Conditions detailed in this brochure. By signing this application form you will be deemed to have accepted the full terms and conditions.

Signature _____

Date _____

For Office Use Only

To be completed while the customer is present.

Please indicate if this order is for:

- ☐ Reloadable new card
☐ Reload of an existing card

Card number:

Additional Card number:

Currency required:

☐ AU\$ ☐ EU€ ☐ GB£ ☐ NZ\$ ☐ US\$

If other, state currency: _____

Amount available on card (NZ\$): _____

Commission (NZ\$): _____

Total NZ\$ amount received: _____

Photo ID verified by agent: _____

☐ Drivers Licence ☐ Passport

Photo ID number: _____

Agent Code: _____

Agent Name: _____

Street Address: _____

Town/Suburb: _____

Postcode: _____

Consultant Name: _____

Contact Phone: _____

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Reloading your Cash Passport

Your Cash Passport card can be reloaded so you need never run short of the money you need to make your holiday a success.

Reloading your card is easy.

You have several options to choose from:-

1. Return to your place of purchase with your card and one form of personal ID such as a Driver's Licence or Passport. The funds are available for access within 4 business hours.

OR

2. Reload your Card with extra funds via Bill Payment via your telephone/Internet banking.

Important to note:

- a) Allow a minimum of 2 business days for the funds to appear in your account
- b) 1% commission applies to reloads via Bill Payment. For in-branch reloads charges apply and vary by Agent. Up to 2% of the in branch reload value or a NZ\$15 minimum may apply
- c) For reloads via Bill Payment, in order for us to identify your reload, please ensure you enter payment information as shown at www.cashpassport.com
- d) Reloads are made at the relevant exchange rate on the day that the reload is processed (this varies from day to day).



Cashing out your card

If you are at the end of your travels and you find yourself left with cash on your Card that you haven't spent, there are a couple things you can do:

1. You can leave the cash on the Card for your next trip. The Card is valid until the date printed on the Card and while it is active (ie some form of transaction has taken place on your Card in the previous 12 months) no inactivity fees apply (inactivity fees will apply after 12 months of inactivity).

OR

2. You can access some or all of the money by simply going to an ATM while still away and withdrawing the amount you wish to either close the account, or reduce the amount left on the Card.

OR

3. You can wait till you get home and "cash out" the Card by simply going to www.cashpassport.com and accessing the "Cash Out" form. Complete details and send to the address shown on the form so we can refund you the amount left on your Card, minus a small fee for processing (a foreign exchange margin will also apply if your Card is a foreign currency Card).

If you would like to know more about cashing out your Card, please call 0800 480 481 or go to our website www.cashpassport.com



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Cash Passport™ Terms and Conditions

Cash Passport™ Prepaid MasterCard® Terms and Conditions

By purchasing the Cash Passport MasterCard (the "Card") you agree to comply with these Terms and Conditions. This is a copy of your agreement for you to keep. A further copy is available on request (see Contact Us).

1. In these Terms and Conditions:

- 1.1 *Card Services* means any services, including call centre services, provided by us in connection with the Card.
- 1.2 *Fees and Limits Table* means the "Fees and Limits Table" which is attached to and form part of these Terms and Conditions.
- 1.3 *Purchase Location* means any branch or store of the business from which you purchased the Card, within the country of purchase.
- 1.4 *SMS* means mobile text message.
- 1.5 *User Guide* means the document entitled 'User Guide' which is attached to and forms part of these Terms and Conditions.
- 1.6 *we, us, our* means Travelex Card Services Limited ("Travelex").
- 1.7 *you, your* means the purchaser of the Card.
- 1.8 A reference in these Terms and Conditions to the "Card" should be read as including any Additional Card or replacement Card, issued to you.

2. Your Cash Passport Card

- 2.1 Cash Passport is a prepaid currency card, which can be loaded in the currency of the Card.
- 2.2 You will receive an additional Cash Passport ("Additional Card") at the time of purchase, which can be used by you in the same way as the Card.
- 2.3 Your Additional Card is for back-up or for security purposes and only you can use it.
- 2.4 There is no interest payable to you on the Card balance, and the Card funds do not amount to a deposit with us.
- 2.5 Except as otherwise set out in these Terms and Conditions, any liability we have to you is equal to the balance on the Card at any given time and is in the currency of the funds loaded onto the Card. Card loads or reloads will only be credited to the Card balance, once we, or our agent, have received cleared funds from you. Your Card balance will be debited and will decrease as a result of transactions and any applicable fees, as set out in these Terms and Conditions, as soon as we authorise the relevant transaction. Where a fee applies, that fee will be deducted from the balance on your Card at the relevant time and your Card balance will decrease accordingly. Please see clause 8 for an explanation of how to redeem any unspent balance on your Card.
- 2.6 The Card is not a credit card and all use is limited to the amount pre-loaded and standing to the balance on the Card and any other limits referred to in these Terms and Conditions.

3. Using the Card

- 3.1 There may be a delay of up to four (4) business hours before you are able to use your Card.
- 3.2 Your Card can be used worldwide, wherever you see the MasterCard®, Maestro® or Cirrus® Acceptance Mark at ATMs and MasterCard merchants, including shops, restaurants and online, providing there are sufficient funds available on your Card for the transaction, including any applicable fees. Please note that the card is for electronic use only and cannot be used for manual or offline transactions.
- 3.3 The amount of each transaction and any associated fees will be deducted from the balance on your Card. We cannot stop a transaction once authorised.
- 3.4 When using your Card at certain merchants, including hotels, restaurants and petrol stations, we or the merchant may hold an additional amount to cover tips/gratuities. This amount will not be available for up to seven (7) days from the date of the transaction.
- 3.5 We do not recommend using your Card as a guarantee of payment, for example as a deposit for hotels, cruise lines or car rental, as merchants such as these may estimate the final bill and this amount will be placed on hold by the merchant and become temporarily unavailable. Only the actual amount of the final bill will be deducted from your Card, although it may take up to seven (7) days from the date of the transaction before the difference is available for you to spend.
- 3.6 Your Card is only for your use and expires on the date on the front of the Card, however you will still be able to obtain a refund of the balance after the expiry date.
- 3.7 You will be responsible and liable for all transactions made by using the Card. You are also responsible for ensuring that every Card is used only in accordance with these Terms and Conditions.
- 3.8 If you notice a transaction on your Card that you do not recognise, you must notify us immediately and in any event within thirty (30) days of the transaction being made.
- 3.9 You are not permitted to use the Card for accessing or purchasing goods from adult or gambling internet sites and the Card must not be used for any unlawful activity. You must comply with all laws and regulations (including any foreign exchange controls) in respect of the Card, in the country of purchase and/or use. We may suspend your Card or end this agreement when you attempt to use the Card in violation of, or your use of the Card is restricted under, such laws and regulations.
- 3.10 You can only use your Card if it has a positive balance. In the unlikely event that the balance on your Card drops below zero (0), you agree to reload the Card to bring the balance back to zero (0) or above, within thirty (30) days of the request, and pay the applicable negative balance fee. We recommend that you check your transaction history and balance at least once a month.
- 3.11 We are entitled to set off any sum of money on your Card, due from you to us, against any positive balance on any other card held by you with us.
- 3.12 We may from time to time send you SMS alerts relating to your account and Card activity. You can stop the SMS alerts at any time by sending 'STOP' to the number indicated in the SMS (your mobile phone provider will charge you their standard SMS fee for sending this SMS). For more information on the SMS services provided by us from time to time, please visit www.cashpassport.com

4 Keeping your Card and PIN secure

- 4.1 You cannot change the PIN issued with your Cards. For a PIN reminder you can phone Card Services or go to 'My Account' at www.cashpassport.com at any time.
- 4.2 You must sign the back of the Card as soon as you receive it.
- 4.3 You must do all that you reasonably can to keep the Card safe and your PIN and other security details secret at all times.
- 4.4 You must never allow anyone else to use your Card, PIN or other security information.
- 4.5 You must never write down or record your PIN or any other security information with the Card.
- 4.6 We will never ask you to reveal your PIN.
- 4.7 The Card may be disabled if an incorrect PIN is entered three (3) times. If the PIN is disabled, please contact Card Services. There may be a twenty-four (24) hour delay in reactivating your PIN for ATM use. You will not be able to reactivate your PIN for use at merchants and you will need to sign for any future transactions where supported by merchants.
- 4.8 You must call us immediately and without undue delay if you lose either of your Cards or believe the Card could be misused or you suspect that someone else may know your PIN or any other security details. We will suspend the appropriate Card to prevent further use. If a lost Card is subsequently found it must not be used, unless Card Services confirm it may be used.
- 4.9 You will be required to confirm details of the loss, theft or misuse to us in writing and you must assist us and the police in any enquiries.
- 4.10 We may suspend your Card with or without notice, if we think the Card has been or is likely to be misused; if you have breached any of these Terms and Conditions; or if we suspect any illegal use of the Card.
- 4.11 If you are entitled to a refund for any reason, for goods or services purchased using the Card, this will be made to your Card.
- 4.12 You should check your Card balance regularly so you can notify us within thirty (30) days of any unauthorised transactions.

5 Liability for unauthorised transactions

- 5.1 You will be liable for all Card transactions which you have authorised. You will also be liable for transactions which you have not authorised (a) if you have acted fraudulently; (b) if you have failed to use the Card in accordance with these Terms and Conditions; (c) if you have failed to notify us in accordance with clause 4.8 on becoming aware of the Card loss, theft, or misuse; (d) if you have failed to take all reasonable steps to keep the Card's security features safe; or (e) if you have failed to notify us in accordance with clause 3.8 on becoming aware of a transaction on your Card that you do not recognise.
- 5.2 You must notify us of any dispute without undue delay and in any event within thirty (30) days of the relevant transaction.
- 5.3 Subject to the above paragraph, you will not be liable for any unauthorised Card transactions. Where you are not liable for an unauthorised transaction, we will refund the value of that transaction, including any charged fees and will have no further liability to you for any other losses you may suffer. However, if our investigations conclude that the transaction you have disputed has been authorised by you or on your behalf, we may charge you an investigation administration fee of up to NZ\$100.

6 Fees and Limits

- 6.1 Fees apply to the Card. Please note that fees apply to the loading of funds to the Card, Card usage (for example, ATM withdrawals), redemptions of unspent funds and when you use a Card in a currency other than that loaded onto the Card. For details on the fees that

apply to your Card, please refer to the attached Fees and Limits Table or on www.cashpassport.com

- 6.2 From time to time we may limit the amount you can load on your Card, or the amount you can withdraw from ATMs or spend at merchants over certain time periods. Some ATM operators also impose their own limits on the amount that can be withdrawn over a specific time period.

7 Foreign Currency Transactions

- 7.1 There are four instances where a foreign exchange rate will apply:
 - i) initial load or in-branch reload of a foreign currency Card;
 - ii) electronic reload of a foreign currency Card;
 - iii) ATM withdrawals or POS transactions, where the local currency is different from the Card currency; and
 - iv) when you close a foreign currency Card.The method for calculating the exchange rate for each scenario is as set out below.
- 7.2 The foreign exchange rate used for initial loads and in-branch reloads of a foreign currency Card is set by us and varies, depending on the party through whom you load your Card. You can ask the Purchase Location for the exchange rate beforehand. Foreign exchange rates are subject to variation and the rate that applies one day will not necessarily be the same on any other day.
- 7.3 The foreign exchange rate used for electronic reloads is set and determined by us and varies each day. If you wish to confirm the foreign exchange rates before your electronic reload, in New Zealand you can call us on 0800 480 481.
- 7.4 If an ATM withdrawal or POS transaction is made in a currency other than that loaded onto the Card, the amount will be converted into the currency of the Card. The exchange rate used is the rate determined by MasterCard® to be the wholesale market rate or the government mandated rate in effect the day the transaction is processed by MasterCard, increased by a currency conversion margin of 3.00% for a NZD Card, and 4.00% for a foreign currency Card. For example, if you use a USD Card to withdraw money from an ATM in France, the ATM fee applies, as well as a currency conversion margin. If a USD Card is used at an ATM in the United States, a flat ATM withdrawal fee applies, with no currency conversion margin. See example below*.
- 7.5 The foreign exchange rate used for closing a foreign currency Card is set and determined by us and varies each day.

*Example of foreign currency margin applied to ATM withdrawals or POS transactions

Suppose you make a purchase or an ATM withdrawal outside NZ (i.e. in the USA), with a NZD Card, for US\$50.00 and the prevailing exchange rate, set by MasterCard, is US\$1.00 = NZ\$1.34.

Before the foreign exchange margin, charged by us, applies, this would equate to NZ\$67.00 (US\$50.00 x 1.34).

After the foreign exchange margin of NZ\$2.01 is applied (NZ\$67.00 x 3.00%), this would equate to NZ\$69.01 (\$67.00 + \$2.01).

8 Redeeming Unspent Funds

- 8.1 You may redeem any unspent funds on your Card through the Purchase Location. Payment will be in New Zealand Dollars and the exchange rate will be determined by the Purchase Location. In most cases we will not pay you in cash when you redeem your card and will instead arrange for the relevant funds to be credited to your nominated bank account.
- 8.2 If you request us to cashout your Card and redeem any balance on your Card, we will repay the balance no later than one (1) working day after your request, less any applicable fee, as set out in the

Fees and Limits Table, attached to these Terms and Conditions. If you experience any difficulty closing your Card through the Purchase Location, or if the Card has expired, then contact Card Services.

9 Ending this agreement

- 9.1 This agreement continues until the Card expires or until we end it, in accordance with these Terms and Conditions, or if you ask us to end it by writing to, or emailing, Card Services.
- 9.2 We may end this agreement by giving you at least one (1) month's written notice by letter or email, to the address you have provided us.
- 9.3 We may ask for the return of the Card and end this agreement, with or without notice, if you materially breach any of these Terms and Conditions
- 9.4 The ending of this agreement will not affect your right (if any) to redeem unspent funds, in accordance with clause 8 above.

10. Transfer

- 10.1 We may transfer our obligations to you in relation to the Card to another member of the Travelex Group ("New Provider") by giving you at least one (1) month's written notice by letter or email to the address you have provided to us.
- 10.2 The notice of transfer will contain information about the New Provider.
- 10.3 With effect from the transfer date specified in the notice of transfer:
 - (a) Travelex is released from and has no further obligations to you under these Terms and Conditions or otherwise in respect of the Card;
 - (b) The New Provider will replace Travelex under these Terms and Conditions as if it had originally been a party to these Terms and Conditions, and all references in these Terms and Conditions to Travelex shall read as if they were references to the New Provider; and
 - (c) The New Provider will be bound by and comply with the provisions of these Terms and Conditions and shall have all the rights and benefits of Travelex under these Terms and Conditions.

11 Changing the terms

- 11.1 We may change these Terms and Conditions (including by bringing in new terms and fees, or changes in the fees and services we offer) at any time, at our discretion, by giving you at least thirty (30) days' notice. We will notify you of changes to these Terms and Conditions by email, or in writing, to the contact details you have provided us.
- 11.2 We will notify you of changes at least thirty (30) days before the change is implemented. If you are dissatisfied with any change, you can end the agreement by contacting us.

12 Personal Data

- 12.1 We may contact you by telephone, letter, SMS or email at the contact details you provide us. You must let us know immediately if you change your name, address, phone number or email address. You also consent to us sending SMS's to your mobile phone to advise you of Card features or information relevant to your Card, such as low balance alerts.
- 12.2 By purchasing the Card and using it, you consent to us and our service providers processing the information we collect about you ("Personal Information"), in connection with the Card Services, under these Terms and Conditions.
- 12.3 Your Personal Information may be disclosed by us to third parties, to enable us to provide the Card Services and for data analysis, anti-money laundering, detection of crime, legal compliance, enforcement and fraud prevention purposes.
- 12.4 Your Personal Information may be processed outside of the country of purchase, but all service providers are required to have adequate safeguards in place to protect your Personal Information.

- 12.5 You agree we may contact you about other products and services provided by us or our affiliates. If you no longer wish to receive this information, then please contact us.
- 12.6 You can contact us for a copy of the Personal Information we hold about you, pursuant to our privacy policy and other rules. A fee may be charged for this service.
- 12.7 To aid us in the provision of the Card Services and improve our service, telephone calls may be recorded and/or monitored. By using this service you consent to this recording and/or monitoring.

13 Our liability to you

- 13.1 Unless otherwise required by law or as set out in these Terms and Conditions, we will not be liable to you in respect of any losses you or any third party may suffer in connection with the Card, except where such losses are due to a breach by us of these Terms and Conditions or due to our gross negligence.
- 13.2 ATMs and point of sale terminals are not owned or operated by us and we are not responsible for ensuring that they will accept the Card. We will not be liable to you for disputes concerning the quality of goods or services purchased on your Card or any additional fees charged by the operator of these terminals.
- 13.3 Nothing will limit our liability to you for death or personal injury arising out of our gross negligence, or for our fraud, or insofar as any limitation or exclusion of liability is prohibited by law.

14 Additional Information

- 14.1 The Card is an unsecured debt security, issued by Travelex Card Services Limited, a member of the Travelex group. The Card is not guaranteed by any member of the Travelex group. A prospectus is available for the Card and this can be obtained free of charge from www.cashpassport.com

15 Law and Jurisdiction

- 15.1 These Terms and Conditions are governed by, and will be construed according to, the laws of New Zealand and you submit to the non-exclusive jurisdiction of the courts of New Zealand.

16 Third Party Rights

- 16.1 Except for any party referred to in clause 17, nothing in these Terms and Conditions gives any third party any benefit or right (including any enforcement right).

17 Transferring our rights

- 17.1 We may assign any of our rights and obligations under these Terms and Conditions to any other person or business, subject to such party continuing the obligations in these Terms and Conditions to you.

18 Contact Us

- 18.1 If you have any queries regarding the Card, please refer to www.cashpassport.com
- 18.2 If you have any further queries, are dissatisfied with the standard of service, you think we have made a mistake in operating the Card or you require information about your Personal Information, please contact us.
- 18.3 We can be contacted by phone on 0800 480 481 and you can also contact Card Services, using the details in the 'Contact Us' section of the User Guide or by writing to Card Services, Worldwide House, Thorpe Wood, Peterborough, PE3 6SB, England.
- 17.4 We will try to resolve any problems as quickly as possible and in accordance with our complaints procedure, which can be found on www.cashpassport.com or is available on request.

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CASH PASSPORT™

MASTERCARD PREPAID CURRENCY CARD

CHIP+PIN
PROTECTED

Global Emergency Assistance

Emergency Medical Assistance
(This service is not intended
as a substitute for travel insurance).

You will have access to worldwide medical information and advice. A Customer Service Representative will arrange for the following information to be provided. The information is provided in good faith but without incurring liability and without giving any assurance as to the quality of any advice or care which may be provided by the staff or facilities concerned: -

• Medical Information

Information of a specific nature, in relation to a hospital, doctor, dentist, or pharmacy obtained through local consulate offices including: -

- Location, address, telephone numbers and opening hours where appropriate, including details of specific facilities, capabilities, medical specialities and languages spoken.
- Information provided will be of a specific nature regarding the above, however not relating to matters concerning your specific or general medical requirements.

• Medical Counselling

For use in circumstances where either by your request or subsequent referral, the services of a doctor are required for the provision of information, specific advice or recommendations with regard to your individual medical requirements, and an English speaking doctor is not available. Interpreting (in accordance with the Emergency Interpretation Service section detailed below) will be: -

- Provided by telephone, between the doctor and you. All information exchanged between the doctor and you will remain confidential.

Should you hold medical insurance, and need a medical service, advice will be given of the procedures to contact your insurers.

Charges: Where payment for treatment, consultation, facilities, and services is required, you will be liable for costs.

Emergency Legal Referral

You will have access to the following information for most major locations worldwide. The information is provided without giving any assurance as to the quality of any advice which may be provided by the lawyers concerned. You will be directly liable for all costs incurred if you consult a lawyer, however Emergency Cash can be arranged if requested.

Information will be obtained through local consulate offices and will:

- Detail location, address, telephone numbers and opening hours. Information provided will be of a specific nature regarding the above, however will not relate to matters concerning your specific or general legal requirements.
- Does not include recommendations.

Lost or Stolen Passport Assistance

Where your passport has been either lost or stolen, we can advise you of telephone numbers, addresses and opening hours of the nearest consulate or embassy.

Charges: None.

Lost or Stolen Card Assistance

Assistance in reporting the loss or theft of credit cards, charge cards or debit cards whilst you are away. The customer service representative will provide you with the Card Scheme contact telephone numbers to call and in extreme cases where you cannot make contact with their card issuer, attempts will be made to report the loss on your behalf. No responsibility is taken for ensuring that the card issuer acts upon this report, in particular, the card issuer may require direct notification from you.

This service is not available in respect of store cards, loyalty cards, affinity group cards, or other cards which are not general-purpose payment cards.

Charges: None.

Emergency Interpretation Service

Access to worldwide interpretation services, by telephone. A verbal translation to or from English and other common languages will be available in most circumstances using customer communication centre staff*. Should a language not be available, then arrangements will be made for an approved third party service partner to interpret, providing a call back facility if required.

Charges: The service will be free in the cases of genuine emergency (as determined by us) only.

*No liability will be taken for any misinterpretation.

Emergency Messaging Service

In the event of an emergency, access via telephone to multi-lingual customer service representatives, where a brief message can be arranged for delivery to a friend, relative or organisation, by means of telephone, fax or E-mail. From an agreed time the customer service representative will make up to six (6) attempts at approximately hourly intervals to convey the message, informing you should this fail.

Charges: The service will be free in the cases of genuine emergency (as determined by us) only.

Service Response

Each request for any service is dealt with according to your individual requirements or circumstances and normally our customer services representatives will be able to deal with any requests within 15 minutes although for the Interpretation Service this may be up to 30 minutes depending on the language required.

Disclaimer: While every effort will be made to ensure that all the information services provide correct information, We are reliant on many information sources some of which are outside our control and we cannot be held liable for the accuracy of these. Please also refer to condition 13 of the Terms and Conditions contained in this document.

CASH PASSPORT™

MASTERCARD PREPAID CURRENCY CARD

For all your Cash Passport needs visit
www.cashpassport.com



SECURE **CONVENIENT** **RELOADABLE**

Cash Passport MasterCard is an unsecured debt security issued by Travelex Card Services Limited, a member of the Travelex group. Cash Passport MasterCard is not guaranteed by any member of the Travelex group or any other entity. A prospectus is available free of charge from www.cashpassport.co.nz