

Supplementary Product Disclosure Statement

Dated 30 May 2016

to the Multi-currency Cash Passport MasterCard® Prepaid Currency Card Product Disclosure Statement dated 20 March 2013 and the Supplementary Product Disclosure Statement dated 1 October 2014.

ABOUT THIS DOCUMENT

This document is a Supplementary Product Disclosure Statement (**SPDS**) and has been prepared by Heritage Bank Limited: ABN 32 087 652 024; AFSL 240 984 (**the Issuer**). This SPDS updates and amends the Multi-currency Cash Passport MasterCard Prepaid Currency Card Product Disclosure Statement dated 20 March 2013 and the Supplementary Product Disclosure Statement dated 1 October 2014 (**PDS**).

This SPDS must be read together with the PDS which has already been provided to you. If you need another copy of the PDS, it is available to be downloaded from www.cashpassport.com.au.

Words and expressions defined in the PDS are taken to have the same meaning in this SPDS. The PDS and Terms and Conditions remain in full force, except to the extent amended by this SPDS or updated via www.cashpassport.com.au.

INTRODUCTION

We will be introducing changes to the Cash Passport. This SPDS contains general information about the features, benefits and risks associated with these changes.

The purpose of this SPDS is to assist you in deciding whether to use the Cash Passport with these new changes. It is important that you read and understand this SPDS before using the Cash Passport, and keep a copy of it for future reference.

The information set out in this SPDS is general in nature and has been prepared without taking into account your objectives, financial situation and needs. Before using the Cash Passport you should consider whether it is appropriate for you, having regard to your own objectives, financial situation and needs.

CHANGES TO FEES

On or after 14 July 2016 the following changes to fees become effective when you use your Cash Passport:

1. ATM withdrawal fees
See below in “Amendments to the PDS” for details on updated ATM withdrawal fees when you withdraw cash from ATMs that accept MasterCard.
2. Currency Conversion fee
You will no longer be charged the MasterCard rate plus a margin of 5.95% of the transaction value when a purchase or ATM withdrawal is conducted in a currency that is not loaded onto your Cash Passport or when there are insufficient funds in that currency to complete the transaction and the cost is allocated against other currencies on your Cash Passport to complete the transaction. Instead, the Spend Rate will be applied to those transactions. See below in “Amendments to the PDS” for details.

DEBIT CARD LOAD

When you logon to My Account via www.cashpassport.com.au and select the Debit Card Reload option, “Debit Card” will appear as an additional payment method to enable you to complete your payment.

You will be required to provide details of an acceptable debit card in your own name to complete your payment.

AMENDMENTS TO THE PDS

The PDS is amended as follows:

1. All references to “Access Prepaid Australia Pty Ltd” is replaced with “MasterCard Prepaid Management Services Australia Pty Ltd” and all references to “Access” is replaced with “MasterCard Prepaid”.
2. The last point under the heading titled “Adaptable”, on Page 4, is replaced with the following text:

“• Reload via the website or via Bank Transfer and BPAY®”
3. The last paragraph under the heading titled “Distribution Outlets”, on Page 10, is amended by substituting “Bank Transfer or BPAY®” with “Debit Card Load, Bank Transfer or BPAY®”.
4. The following fees in the Fees Table on page 14 are updated to the following:

Fee	Fee amount
Debit Card Load fee (including initial loads and reloads)	AU\$5 per Debit Card Load transaction
International ATM withdrawal fee (outside Australia) ¹ Note: some ATM operators may charge their own fee.	USD 2.50, EUR 2.50, GBP 2.00, NZD 3.50, THB 80.00, CAD 3.50, HKD 18.00, JPY 260.00, SGD 3.50 AUD 3.50 (for international ATM withdrawals in countries not mentioned above or insufficient funds in the relevant Currency to cover the whole transaction)
Negative balance fee	FREE
Currency to Currency fee	FREE You will see the applicable foreign exchange rate as determined by us at time of transaction.
Currency Conversion Fee	FREE The Spend Rate will apply to foreign exchange transactions in accordance with the Terms and Conditions

5. The description for “Domestic ATM withdrawal fee” is deleted and replaced with “Domestic ATM withdrawal fee² – where you use your Card to make a withdrawal from ATMs in Australia
Note: some ATM operators may charge their own fee.”
6. The paragraphs and examples under “Important information about different transactions” on pages 14, 15 and 16 are deleted and replaced with

“¹Some ATM operators may charge their own fee. If the Currency of your transaction matches one of the Currencies on the Card and there are sufficient funds in that Currency to cover the whole transaction, the relevant fee for that Currency will be applied. If the Currency of your transaction does not match one of the Currencies on the Card or there are insufficient funds in the relevant Currency to cover the whole transaction, then the AUD fee will be applied and will be converted into the last Currency being used to fund the transaction at the Spend Rate on the day the transaction is processed.

²Domestic ATM withdrawal fee: 2.95% of the amount withdrawn charged at the time when you use your Card to make a withdrawal from ATMs in Australia. For example, if you withdraw AUD200 from an ATM in Australia it will attract a fee of AUD5.90 (AUD200 x 2.95%).”

7. The following is added to the Limits Table on page 16:

Maximum amount you can load/reload on your Card using Debit Card Load	AUD 15,000 in any 24 hour period
	AUD 30,000 in any 7 day period
	AUD 60,000 in any 30 day period

CHANGES TO THE TERMS AND CONDITIONS

1. All references to "Access Prepaid Australia Pty Ltd" is replaced with "MasterCard Prepaid Management Services Australia Pty Ltd" and all references to "Access" is replaced with "MasterCard Prepaid".
2. References to "www.cashpassport.com/multi" is replaced with "www.cashpassport.com.au".
3. Clause 1.1, the definition of "Access" is deleted and replaced with the following to be inserted in alphabetical order:

"MasterCard Prepaid means MasterCard Prepaid Management Services Australia Pty Limited (formerly known as Access Prepaid Australia Pty Limited) ABN 47 145 452 044."

4. Clause 1.1, on page 30, is amended by inserting the following definitions in relevant alphabetical order:

"Debit Card Load" means loading or reloading the Card online through the website by making payment using a debit card that meets the criteria set out in the online ordering terms and conditions on the website."

"Spend Rate" means the individual foreign exchange rate set and determined by MasterCard Prepaid applicable to foreign exchange transactions. The circumstances when Spent Rate applies are set out at clauses 10.1(iii), 10.1(iv) and 10.1(vi). Each currency has a different rate that varies.

"Online Load" means loading or reloading the Cash Passport directly via the website using methods made accessible on the website from time to time.

5. The definition of "Currency Conversion Fee" in clause 1.1 on page 30 is deleted.
6. Clause 8.1, on Page 35, in the section titled "Cash Passport Card Fund", is amended by deleting the entire clause and replacing it with the following text:

"Until the expiry of the Card you can add additional funds to each Currency through a Distribution Outlet (who will advise you of the acceptable methods of payment), online using accepted payment methods, or through other methods made available from time to time, subject to certain limits and subject to any applicable fee (refer to the Fees and Limits Table or as communicated to you from time to time).

Bank Transfer and BPAY loads will generally take up to two Business Days to be processed however may take longer if the payment is not made before 2pm on a Business Day Australian Eastern Standard Time). Bank Transfer BPAY loads not via the website will be allocated to your current default reload Currency (and will be converted to that default currency if the default currency is not Australian Dollars). The default currency will initially be Australian Dollars, however you can change your default Currency online. Please note that you can only have one default Currency at a time. If you send a Bank Transfer Load or BPAY load and then change your default Currency before we receive your payment we will apply your load to the Currency that is set as your default Currency at the time we process your load.

Debit Card Loads can only be made using a MasterCard debit card or Visa debit card held in your name. We may, with or without notice and without incurring any liability to you suspend or decline a Debit Card Load transaction in order to comply with any laws or regulations in Australia or any other country (including to manage anti-money laundering or counter-terrorism financing risks). Funds loaded using Debit Card Load will be available for use instantly.

Via 'My Account' you are able to:

- (a) change some of your personal details;
- (b) allocate your funds across different Currencies;
- (c) check the balances;
- (d) check your Card transactions; and
- (e) reveal your Card PIN."

7. The following sentence is deleted from clause 8.2:

“This is very important as you cannot change the PIN issued with your Cards.”

8. Clause 8.6 is deleted and replaced with “Statements are available through “My Account” on the website. You should carefully check all statements for any discrepancies and notify MasterCard Prepaid immediately if you believe there is any discrepancy in any statement.”

9. Clause 8.8 is deleted in its entirety.

10. Clause 10.1, on Page 37, in the section titled “Foreign currency transactions”, is amended by deleting the text in paragraph (ii) and replacing it with the following text:

ii) Online Loads or loads not via the website or such other methods made available from time to time where you allocate funds in a foreign Currency (i.e. in a currency other than AU\$);

11. Clause 10.3, on Page 37, in the section titled “Foreign currency transactions”, is deleted and replaced with the following:

“The foreign exchange rates used for Online Loads and loads not via the website are set and determined by MasterCard Prepaid and vary each day. Exchange rates for initial loads and subsequent reloads via Online Load will be set at the prevailing exchange rate set out on the website at the time of your request, provided you follow the instructions and make payment within four hours. Where you do not make payment within four hours, the applicable exchange rate may differ to the exchange rate at the time of your request as it will be set at the prevailing exchange rate at the time the transaction is settled, which may take up to 3 Business Days at which point the funds will be shown to have been received into your Card Fund.

For loads or reloads not completed via the website, the exchange rate applied will be the prevailing exchange rate at the time the transaction is settled, which may take up to 3 Business Days at which point the funds will be shown to have been received into your Card Fund. For loads or reloads not completed via the website, the applicable exchange rate may be different to the exchange rate at the time of your request.”

12. Clauses 10.4, 10.5 and 10.6 are deleted and replaced with the following:

“10.4 If an ATM withdrawal or point of sale transaction is made in a currency which is different to any of the available Currencies, or exceeds the relevant available Currency balance, on your Card, the amount will be funded by converting the transaction amount into the next available Currency balance on your Card in the following order of priority: AUD, USD, EUR, GBP, NZD, THB, CAD, HKD, JPY and SGD. The foreign exchange rate used is set and determined by MasterCard Prepaid and varies each day.

10.5 The foreign exchange rate used for allocating funds from one Currency to another Currency is set and determined by MasterCard Prepaid and varies each day.

10.6 Where your Cash Passport is closed, or you request repayment of the balance of your Cash Passport, and the Card has funds in a foreign Currency (i.e. in a currency other than AUD), we will convert these funds into AUD. The foreign exchange rate used for this is set and determined by MasterCard Prepaid and varies each day.

Examples

Example 1: The following example is provided to assist you in understanding how the foreign exchange rate is set and applied when you load your Cash Passport by way of an Online Load. You are travelling to the United Kingdom and wish to activate the Cash Passport and load GBP.

- Following Activation you go online and indicate that you wish to load GBP 1,000 into your Cash Passport.
- You are quoted a foreign exchange rate of AUD 1.00 = GBP 0.6501 (GBP 1.00 = AUD 1.538), which is the rate that has been set by MasterCard Prepaid.
- The corresponding Australian Dollar cost to you of AUD 1,538.20 is also quoted.
- This rate and the corresponding cost to you to purchase GBP 1,000 are set when you confirm your purchase.
- You will then be obliged to settle AUD 1,538.20 using methods made available online from time to time.

Example 2: The following example is provided to assist you in understanding how the foreign exchange rate is set and applied when you conduct a BPAY load and your default Currency is not Australian dollars.

- You initiate a BPAY load by making a payment of AUD 2,000 using the BPAY biller code and reference set out in this PDS and your default Currency is USD.
- At the time the transaction is settled and funds are loaded onto the Cash Passport (which may take up to two or three Business Days) the relevant foreign exchange rate is AUD 1.00 = USD 0.998 (USD 1.00 = AUD 1.002), which is the rate that has been set by MasterCard Prepaid.
- The corresponding USD amount at that rate is USD 1,996, which is loaded into your USD balance.

Example 3: The following example is provided to assist you in understanding how the Spend Rate is applied when you conduct an ATM transaction in a currency that is different to the Currencies on the Cash Passport. Although it describes an ATM transaction the same process will apply to POS transactions. You are travelling to Brazil and wish to withdraw Brazilian Real BRL 50.00 from an ATM there (Funds from your AUD balance will be used first as per the default order of priority – see clause 10 above):

- Assuming the Spend Rate is AUD 1.00 = BRL 0.746 the AUD cost will be AUD 67.02 ($1/0.746 \times \text{BRL } 50.00$).
- If the merchant settles the transaction on the same day as the purchase, AUD 67.02 will be debited from your AUD balance. If the merchant settles on a subsequent day, then the rate that applies will be the Spend Rate on the day of settlement. You can obtain this exchange rate by contacting MasterCard Prepaid. Any withdrawal fee charged by an ATM operator will be charged in addition to the above amounts.

Example 4: The following example is provided to assist you in understanding how the Spend Rate is applied when you conduct a transaction that requires us to allocate funds from several Currencies. You are travelling in the United States of America and while shopping make a purchase for USD 150.00. At the time of this purchase you have the following Currency balances – USD 50, AUD 0, EUR 60, CAD 100. The following application of Funds will take place:

Currency balance before transaction	Amount to debit from Card Fund	Running purchase balance	Spend Rate	Currency balance after transaction
USD 50.00	USD -50.00	USD 100.00	-	USD 0.00
AUD 0.00	AUD 0.00	USD 100.00	-	AUD 0.00
EUR 60.00	EUR -60.00	USD 15.81	USD 1: EUR 0.7127	EUR 0.00
CAD 100.00	CAD -15.98	USD 0.00	USD 1: CAD 1.0109	CAD 84.02

Example 5: The following example is provided to assist you in understanding how the foreign exchange rate is set and applied when you allocate funds from one Currency to another Currency. You have USD 500 held in the USD Currency balance in your Cash Passport and you wish to transfer all of it into your GBP Currency balance.

- You go online and indicate that you wish to transfer USD 500 into GBP.
- You are quoted a foreign exchange rate of USD 1.00 = GBP 0.688 (GBP 1.00 = USD 1.453).
- The corresponding amount of GBP 344 that this will enable you to purchase is also quoted.
- Once this is confirmed by you, we will deduct USD 500 from your USD Currency balance and add GBP 344 to your GBP Currency balance.