

Visa Debit General Information

Effective 29 October 2021



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Visa Debit Fees Information

Daily limits

| | |
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| Cash Withdrawals within New Zealand | \$2,000 |
| Cash Withdrawals outside New Zealand | NZD\$2,000 |
| Cash Deposit through New Zealand ATM ¹ | \$5,000 (made up of no more than four deposit transactions per customer, per day) |
| Purchases | NZD\$8,000 |

Maximum daily limits are based on New Zealand time. These limits do not apply to cash advances/withdrawals over the counter at banks displaying the Visa logo or TSB branches. Overseas banks and institutions operating ATMs may charge a fee in addition to TSB's standard cash advance fee (if applicable), and all overseas transactions in a foreign currency will incur an overseas service fee. If the maximum daily limit imposed by the overseas bank or institution operating the ATM is lower than TSB's limits as set out above, then the overseas bank or institution's limit will take precedence. Deposits through overseas ATMs are not accepted.

¹ Use of ATMs not owned by any bank in New Zealand may incur a service fee (in addition to standard account transaction fees) for which TSB receives a commission.

Microchip security

Visa cards offer an improved level of security. With microchip technology, data security and transactional safety is increased, providing greater protection against fraudulent activity.

Fees

| Description | Charging time | Amount |
|-----------------------|--|--|
| Visa Debit Annual fee | This is charged at the time your first Visa Debit card is ordered and annually thereafter to your nominated default account. | \$10 per year |
| Overseas service fee | The overseas service fee is charged to your account at the time the overseas transaction is charged to your account, and appears as a separate item. | 2.50% of the NZD value of each Overseas Card Transaction in a foreign currency. It is calculated as a percentage of overseas transaction value once converted to NZD. |

Fees for optional services

| | | |
|------------------------|--|--|
| Cash withdrawal fee | This is charged on the day a cash withdrawal is made from an overseas bank or ATM. | \$5 per withdrawal (overseas) |
| | This is charged on cash withdrawals over the counter at any non TSB branch. | \$2 per over the counter withdrawal (NZ) |
| Overseas card delivery | This will be charged at the time the card is ordered. | Contact us on 0800 872 226 for a quote |

Please refer to the Account and Service Fee Information for further fees regarding the operation of your Bank accounts.

Lost/stolen Cards

Assistance within New Zealand

Phone our 24 hour toll free number on 0800 406 406 (please be aware TSB's Visa after hours cancellation service is provided by a third party). To order a replacement Card, please contact TSB.

Assistance outside New Zealand

Call Collect (refer to local telecommunications directory for calling instructions):

Visa International 001 1 303 967 1090
New Zealand Assistance 0064 6 968 3700

Additional information can be found at www.visa.com

Visa Debit Conditions of Use

1. Acceptance of Conditions of Use

1. By using your Debit Card, you agree that these Conditions of Use are binding on:
 - (a) You as the holder of the Debit Card; and
 - (b) Any person whom the account is held in joint name(s) with.

2. Interpretation

1. In these Conditions of Use, unless inconsistent with the context:
 - (a) The singular includes the plural and vice versa;
 - (b) Statutes and Regulations – a reference to a Statute shall include references to Regulations made pursuant to such Statute and all Statutes or Regulations passed in substitution for such Statutes or Regulations;
 - (c) Headings – clause and other headings are for ease of reference only and do not form part of a clause or affect the interpretation;
 - (d) Gender – words importing one gender shall include all genders;
 - (e) 'person' includes an individual, a company or other body corporate, a trust and a partnership.
2. These Conditions of Use apply to TSB's Debit Card service that uses Visa's payment system. These Conditions of Use do not apply to Debit Mastercards®.

3. Definitions

1. Accounts means your nominated TSB accounts which can be accessed with your Card and Account means any one of them.
2. ATM means an Automatic Teller Machine within TSB's approved network within New Zealand, and internationally.
3. Bank means TSB Bank Limited, TSB Centre, 120 Devon Street East, New Plymouth an associate member of Visa.
4. Cardholder means the holder of a Debit Card on an Account.
5. Card Transaction means any transaction on the Account initiated with a Debit Card including (but not limited to), any of the following transactions:
 - (a) Recurring payments or a series of payments;
 - (b) Cash Withdrawals and Cash Deposits (including ATM transfers);
 - (c) Mail Orders, telephone orders or Internet orders or payments;
 - (d) EFTPOS Transactions; or
 - (e) Electronic commerce transactions.
6. Debit Card or Card means any form factor that can initiate a transaction, which may include, but is not limited to, an actual card, key fob, a device/application to enable a mobile phone, and is issued by TSB under the product Visa Debit, valid for use on your Account(s) prior to the date of expiry.
7. Debit Mastercard means a debit card issued by TSB that uses the Mastercard payment system.
8. EFTPOS Transaction means an Electronic Funds Transfer at Point of Sale transaction by which a Merchant is paid by the electronic transfer of funds at the time of purchase.
9. EFTPOS Terminal means the electronic device connected to an electronic banking system which permits you to use your Debit Card for a Card Transaction through an EFTPOS Transaction.
10. Merchant means a person who accepts domestic EFTPOS and/or has signed and remains bound by a Visa Card Merchant Agreement.
11. Overseas Card Transaction means a Card Transaction (other than Cash Deposits) made in a currency other than New Zealand

dollars or made with a Merchant in a country other than New Zealand or the Cook Islands.

12. PIN means the Personal Identification Number which you may have selected for your Debit Card which allows you access to Card Transactions through an ATM or EFTPOS terminal.
13. Visa means Visa International Service Association.
14. Visa Card Merchant Agreement means an agreement entered into by a Merchant with Visa governing Visa Card Transactions involving the Merchant.

4. Protection of your Debit Card

1. You must sign your Debit Card as soon as you receive it from TSB.
2. You must not allow any other person to use your Debit Card. You must take all reasonable steps to protect your Debit Card from theft or fraudulent use.
3. Where possible, you should retain the Debit Card in your possession when performing a transaction, i.e., insert, swipe or wave the Card yourself.
4. Your Debit Card belongs to TSB. At the request of TSB, you must give your Debit Card back to TSB.
5. You must keep TSB advised of any change in your address so long as your Accounts remain open with TSB.

5. Your Account(s)

1. You will need to nominate the Account(s) that you would like access to with your Card. Access is limited to a maximum of three Accounts. Access is not available on some account types, accounts with 2 to sign, or to Agents/Operators of Accounts and in any other circumstances and is entirely at the discretion of TSB.
2. A default account must be nominated. All Transactions where account selection is not available will be debited to your default account, for example, online, mail order, telephone, most Overseas Transactions and Contactless Transactions.
3. The default account can not be changed while there are pending transactions i.e. Transactions authorised, but not yet charged to your default account.

6. Use of your Debit Card - New Zealand & Overseas

1. You may use your Debit Card at any ATM or EFTPOS Merchant throughout New Zealand, and overseas with any Merchant, ATM (except for deposits) or bank displaying the Visa card symbol.
2. As long as you comply with these Conditions of Use, there are no restrictions on your access to the available balance on your Account(s) for Card Transactions. There are however minimum and maximum daily limits which apply to cash withdrawals and maximum daily limits which apply to ATM deposits using your Debit Card.
3. We may refuse to accept a transaction if:
 - (a) you have exceeded a limit we have applied to your Card (such as a daily limit on cash withdrawals, ATM deposits and purchases);
 - (b) it seems unusual compared with the way you normally use your Card and we suspect misuse (it is therefore important to advise us when travelling overseas and provide your itinerary as well as contact phone numbers if available);
 - (c) we reasonably consider it necessary to protect the security of your Account(s);
 - (d) we reasonably believe that someone else may have rights over money in your Account(s); or
 - (e) any other reason set out in these Conditions of Use.
4. If your Card gives you access to an Account with a credit facility (for an example a revolving credit facility) or an account with a

significant balance, failure to look after your Card and PIN could result in a substantial loss for which you personally could be held responsible.

7. Overseas Card Transactions

1. You may use your Debit Card for Overseas Card Transactions. Each of those Card Transactions in a foreign currency:
 - (a) will either first be converted from the currency in which the Card Transaction was made into US Dollars and then into New Zealand Dollars or converted directly from the currency in which the Card Transaction was made into New Zealand Dollars; and
 - (b) will be converted at the exchange rate selected by Visa from a range of wholesale exchange rates in effect one day prior to the date on which Visa processes the Card Transaction (which processing may occur later than the actual date of the Card Transaction); and
 - (c) will incur an Overseas Service Fee (as set out in the Visa Debit Fees Information).
2. The exercise of using your Debit Card for Overseas Card Transactions:
 - (a) may be subject to exchange controls or other government requirements;
 - (b) may result in your purchases being subject to customs duties and/or taxes;
 - (c) may result in charges being made by third parties (for example, if you use an overseas ATM machine or Bank branch to obtain a cash withdrawal). Such charges are your responsibility and may be added to the Card Transaction amount and so be part of the amount converted in accordance with clause 7.1.
3. You may be offered the opportunity to choose to pay for goods or services at a Merchant in a country other than New Zealand, in New Zealand dollars, or in the Merchant's local currency, at the time of purchase. This is called Dynamic Currency Conversion and can be applied only by agreement between you and the Merchant. The rate of conversion is applied at the time the purchase is made and is determined by the Merchant and the Merchant's bank. We have no control over the conversion rate used or margins applied.

8. Cash Withdrawals, ATM Deposits and daily limits

1. You may use your Debit Card to obtain Cash Withdrawals.
2. You may use your Debit Card to deposit cash through certain New Zealand ATMs.
3. There are however daily limits:
 - (a) for Cash Withdrawals, a maximum amount as specified in the Visa Debit Fees Information;
 - (b) for Cash Deposits via a NZ ATM, a maximum limit as specified in the Visa Debit Fees Information;
 - (c) you may use your Debit Card with your PIN overseas at ATMs displaying the Visa logo to obtain local currency within the limits and at the discretion of TSB or institution operating the ATM;
 - (d) for Purchases, a maximum amount as specified in the Visa Debit Fees Information.

We may at our discretion, and by giving you 14 days notice amend the maximum amount you may withdraw from any or all of your Accounts during any specified period.

4. You may be charged a Cash Withdrawal fee for Cash Withdrawals (as set out in the Visa Debit Fees Information).
5. If you use your Card to make withdrawals from an overseas ATM, displaying the Visa logo, different Cash Withdrawal limits may apply and they may charge you a fee. TSB has no control over a fee or the amount being charged.

6. Deposits through an overseas ATM are not accepted.
7. TSB accepts no liability or responsibility if you are unable to access ATMs in New Zealand or overseas or if you are unable to withdraw and/or deposit funds.
8. Overseas Cash Withdrawals will be converted to New Zealand Dollars in accordance with clause 7.

9. Contactless Transactions

1. You may choose to use your Card to make Contactless Transactions in New Zealand and overseas with any Merchant or Bank displaying the Visa symbol and the paywave symbol. You can still insert or swipe your card if you prefer.
2. In New Zealand, you can make Contactless Transactions of NZD\$80 (changed to NZD\$200 during the COVID-19 pandemic) or less without entering a PIN. You'll only get a receipt for Contactless Transactions if you ask for one. If you try to make a Contactless Transaction in New Zealand above the relevant limit, you'll need to sign for it or enter a PIN in the usual way. The limits for Contactless Transactions without PINs may change occasionally, for example, at the start of the COVID-19 pandemic the limit was changed temporarily to NZD\$200. Please check our website for any change to the current limits. Different limits may apply if you use your Debit Card to make a Contactless Transaction overseas. We don't set these overseas limits.

10. Pre-authorisation of Transactions

1. A Bank or Merchant may obtain an authorisation to complete a Transaction. The purpose of an authorisation is to establish that there are no restrictions on the Card and there are sufficient funds in the Account for the Transaction.
2. If the actual value of a Transaction is not known (e.g. petrol at pump, hotel/motel accommodation) a Bank or a Merchant may obtain an authorisation for an estimated value of the Transaction. Once authorisation is obtained, the available funds in your Account will be reduced by that authorised amount. This authorised amount will remain on your Account until a Transaction that matches the authorisation is processed, or if no matching Transaction is processed, for up to three days. Where this overdraws your Account, normal overdraft charges will apply.

11. Use of a PIN

1. You will be required to have a PIN on your Debit Card.
2. The PIN must be a random number which will not be easily guessed by anyone else. Examples of numbers easily guessed:
 - birthday (eg. 2803) or year of birth (eg. 1978)
 - sequential or combination numbers (eg. 1234, 1111)
 - spouse or child birthday, anniversary, etc
 - one of the sets of numbers embossed on the card
 - parts of telephone/cellphone number
 - your age, twice (eg. 3838)
 - drivers licence number or expiry date
 - locker or alarm code
3. You must safeguard your PIN. For example:
 - (a) do not write down your PIN;
 - (b) do not disclose your PIN to anyone including the Police, Bank staff, over the internet, Merchants or your family;
 - (c) take care to ensure no-one can see you enter your PIN at ATMs or when using EFTPOS;
 - (d) report the disclosure or possible disclosure of your PIN as soon as you are aware or suspect your PIN has been disclosed; and
 - (e) consider using a different PIN for different cards or equipment.

12. Lost or stolen Debit Cards

1. If you lose or mislay your Debit Card, or if it is stolen, or if you know that your Debit Card is in the possession of another person or Merchant, or you believe that another person has used your Debit Card or gained knowledge of your PIN, you must:
 - (a) If you are in New Zealand – immediately notify TSB and give all relevant information by phoning and advising TSB on 0800 406 406;
 - (b) If you are overseas – immediately notify TSB's Visa Centre in New Zealand by telephoning New Zealand 0064 6 968 3700 collect through an operator. If you are unable to contact TSB's Visa Centre, you must notify the nearest office of Visa International and give all the relevant information. Contact details for Visa offices can be found at www.visa.com.
2. Upon receipt of advice of loss of your Debit Card or disclosure of the PIN, TSB may pass on all relevant information to the Police, Visa or Merchants. If TSB requests that you lodge a formal complaint with the Police and you choose not to do so, TSB may decline any liability of any loss you may suffer.
3. If your Debit Card has been lost, stolen or damaged, you can ask TSB to replace it with a Debit Mastercard. After 29 October 2021, only Debit Mastercards will be offered as replacement cards – see clause 24. Replacement cards sent overseas will incur a courier charge which will be debited against your default account.
4. If your replacement debit card was a Visa Debit Card, these Conditions of Use apply to your use of any replacement Debit Card as if it were your original Debit Card.

13. Disputes with Merchants

1. TSB has no liability to you for:
 - (a) any refusal by a Merchant to accept your Debit Card; or
 - (b) any defect or deficiency in the provision of goods or services acquired through the use of your Debit Card.
2. Any such claim or dispute with a transaction will not relieve you of its liability, and must be resolved by you direct with the Merchant. You should, therefore exercise care and be aware of the risks of using your Debit Card to pay for goods or services in advance of receiving them. You should consider the standing of the Merchant you are doing business with.

14. Unauthorised/disputed transactions

1. You are responsible for checking your transactions either on Internet Banking, paper statements or any other method provided by TSB. If you receive paper statements and the statement frequency is greater than monthly, you run the risk of being unable to dispute a transaction if it has past the Visa operating rules timeframe.
2. Transactions performed at domestic EFTPOS where the "cheque" or "savings" options are used or at domestic ATMs are not able to be disputed.
3. For transactions performed in other ways than described in 14.2, if you consider that:
 - (a) Details of a Card Transaction have been incorrectly recorded to your Account; or
 - (b) A charge has been made to your Account which is not valid or an authorised charge on your Account;
You must notify TSB in writing within 60 days of the transaction, giving full particulars of the alleged error. Failure to do so within the time limit will mean TSB cannot reverse the Card Transaction.
4. There are limited circumstances under which TSB can reverse a Card Transaction which will be subject to the rules of Visa. For example, TSB cannot reverse a Card Transaction where there is a dispute with the Merchant as to the quality of goods or services or if you have changed your mind about the goods or services. Within 30 days of receiving your notice disputing a Card

Transaction, TSB will acknowledge that it has received your notice and it will report back to you with the result of its investigation into the disputed Card Transaction as soon as practical. If TSB agrees with you that an error has occurred, TSB will correct your Account and reimburse any fees or charges levied as a result. If you are not satisfied with TSB's findings, you may request the matter be reviewed under TSB's Complaints Procedures. Brochures relating to the Complaints Procedures are on display in all branches of TSB or on TSB's website www.tsb.co.nz.

5. While a transaction is in dispute and is being investigated, the value of the disputed transaction will remain debited against your account, until the dispute is resolved.

15. Liability for Card Transactions, fees and costs

1. You are responsible for all transactions made with your Debit Card, even if the account(s) is/are closed and/or your Card is cancelled, whether by us or you.
You must also pay:
 - (a) any fees and costs arising from the issue or use of your Debit Card or any replacement Debit Card;
 - (b) any other statutory duty, levy or charge incurred in relation to Card Transactions.
2. Where a Transaction overdraws any Account, Overdraft fees and interest will apply. Details of the current Overdraft fees and interest may be obtained from any TSB branch or TSB's website www.tsb.co.nz.
3. TSB can not stop a transaction once you have initiated it.
4. If you have set up a recurring payment, TSB can not cancel it. You must give the Merchant 15 days notice in writing of cancellation prior to the next scheduled transaction date. Until you cancel the authority, the merchant is entitled to request us to debit your account and we are obliged to process the request.

16. Liability of Cardholder for unauthorised transactions

1. If you notify TSB immediately when any of the events listed below have occurred, you will have no liability to TSB arising from any unauthorised use of your Debit Card or recording or disclosure of your PIN subsequent to that notification, other than as provided for in clauses 17.2 and 17.3. The events referred to are:
 - (a) you lose or mislay your Debit Card; or
 - (b) your Debit Card is stolen; or
 - (c) you know that your Debit Card is in the possession of another person or a Merchant; or
 - (d) you believe that another person has used your Debit Card or gained knowledge of your PIN.

17. Liability for loss

1. You will not incur any liability if you have not:
 - (a) acted fraudulently or negligently; or
 - (b) breached these Conditions of Use; or
 - (c) contributed to or caused losses from the unauthorised use of your Debit Card or recording or disclosure of your PIN;
2. If any loss arises from the unauthorised use of your Debit Card which you caused or contributed to (as set out in clause 17.4) your liability will be the lesser of:
 - (a) the actual loss when TSB was notified; and
 - (b) the maximum amount that you would have been entitled to withdraw from the Account(s) between the time the Card was lost or stolen and the time we were notified.
3. You are liable to TSB for all losses arising from the unauthorised use of your Debit Card or PIN which results from your fraud or negligence.
4. You will be treated as having caused or contributed to the loss arising from the unauthorised use of your Debit Card if, for example (but not limited to), you:

- (a) fail to immediately sign your Debit Card upon Receipt from TSB; or
- (b) select unsuitable PINS (see clause 11.2); or
- (c) fail to reasonably safeguard your Debit Card; or
- (d) keep written records of your PIN(s); or
- (e) part with your Debit Card and/or disclose PINs to any other person; or
- (f) fail to take all reasonable steps to prevent disclosure to any person while keying in your PIN; or
- (g) unreasonably delay notification to TSB of the loss or theft of your Debit Card, or of the actual or possible disclosure to any other person of your PIN.

The amount of the potential liability is set out in clause 17.2.

5. You will not be liable to TSB for any loss suffered by TSB caused by:
 - (a) fraudulent or negligent conduct by employees or agents of TSB or parties involved in the provision of electronic banking services;
 - (b) faults that occur in the machines, cards or systems used, unless the faults are obvious or advised by message or notice on display;
 - (c) unauthorised transactions occurring before you have received your Debit Card;
 - (d) any other unauthorised transaction where it is clear that you could not have contributed to the loss.

18. TSB's obligations to you

1. TSB acknowledges that regardless of what is set out in these Conditions of Use, TSB is bound by the guarantees as to service imposed by the Consumer Guarantees Act 1993.
2. If, however, you use your Debit Card or any other financial service provided by us for the purposes of a business, the provisions of the Consumer Guarantees Act 1993 will not apply.
3. TSB is liable to you for any direct losses which you may suffer as a consequence of the failure of your Debit Card, or any ATM belonging to TSB or associated electronic systems which are attributed to TSB's gross negligence or willful default or the fraudulent conduct by employees or agents of TSB. TSB has no liability for consequential loss which you may suffer in those circumstances.

19. Fees

1. TSB may from time to time debit your Account with:
 - (a) fees relating to the issue and use of your Debit Card and any related service at the rate charged by TSB; and
 - (b) any other statutory duty, levy or charge payable on Card Transactions.
2. The Visa Debit Account Fee will not be refunded if the Card or Card Account(s) is/are cancelled/closed by you or TSB.
3. Details of the current fees are set out in the Visa Debit Fees Information on page 2. You can also find TSB's fees from time to time at www.tsb.co.nz.

20. Cancellation of your Debit Card

1. TSB may at any time without notice cancel your Debit Card. Following cancellation of your Debit Card or closure of your Account(s), you must not use your Debit Card and you must destroy it (cut in half including through the chip on the Card).
2. You may also cancel your Debit Card. To do this, you must notify TSB in writing of the cancellation and destroy your Debit Card (cut in half including through the chip on the Card).
3. Following cancellation of a Debit Card or closure of your Account(s), you have a continuing liability for:
 - (a) when notified to you, any amount debited to your Account(s) in respect of any Card Transaction incurred which had not been charged to your Account(s) at the date of

cancellation or closure; and

- (b) any recurring Transactions subsequently debited to your Account(s). It is your responsibility to contact the initiator of any Transactions that are regularly billed to your Account(s) and advise that your Account(s) and/or Card are closed/cancelled; and
- (c) any fees, interest and charges payable in terms of clause 15.

21. Changes to Conditions of Use, fees and charges

1. TSB may vary any or all of these Conditions of Use and Fees and Charges at any time. When informing you of these variations, TSB will:
 - (a) give at least 14 days' notice of such variation; and
 - (b) communicate such changes, either by direct communication or by display in all TSB's branches and also by notice in the media (including public notices) and on TSB's website www.tsb.co.nz. No prior notice of a variation will be given where the variation is to protect you or the security of the Debit Card system.
2. TSB may at any time add to, modify or withdraw any or all of the services available in respect of your Debit Card.
3. These Conditions of Use remain in force after a card is cancelled, an account is closed or an account is no longer linked to a Card, and until all outstanding amounts are paid, whether charged before or after the cancellation of your card or closure of your account.

22. Additional benefits

1. TSB may from time to time offer additional benefits to the Cardholder. Details of such additional benefits will be advised when the additional benefits are made available.

23. Security of your Debit Card

1. The card should be signed immediately it is received and must be used only by the cardholder.
2. Do not give your card to anyone, let anyone else use your card, or disclose your PIN (including to Police, Bank staff, over the internet or your family). Even during an investigation by Bank staff or Police, your PIN is not required.
3. Make sure no one can see you enter your PIN at ATMs or when using EFTPOS.
4. Take care of your card. Do not leave your card in an unattended wallet, purse, vehicle or anywhere a thief could remove a card without being noticed.
5. When using your card, never let it out of your sight, and where possible, you should retain the card in your possession when performing a transaction, i.e., insert, swipe or wave the card yourself, instead of handing to the merchant to perform for you. Tell us if you change your address, to ensure statements and other correspondence is received.
6. Report loss or theft of your card as soon as you are aware of it.

24. Change of payment system for TSB's debit card services

1. The payment system that TSB's debit card service uses is changing from Visa to Mastercard. As part of those changes:
 - if you need a replacement Debit Card, you will be offered a Debit Mastercard, rather than a Visa Debit Card; and
 - if your existing Debit Card is due to expire, you may be sent a Debit Mastercard rather than a Visa Debit Card prior to the expiry date.
2. Separate conditions of use apply to TSB's Debit Mastercards. Unless you opt out of getting a Debit Mastercard, you will be sent a copy of those conditions of use along with your new Debit Mastercard. By using your new Debit Mastercard, you will agree to those conditions of use.

Mastercard is a registered trademark, and the circles design is a trademark of Mastercard International Incorporated.