
Coles Variation Notice

This variation notice provides
full details of changes to
terms and conditions

Effective 8 September 2025
or a later date that we may notify you of.

coles credit cards

This variation notice provides full details of the changes to the following terms and conditions:

1. Coles Mastercard Terms and Conditions and Other Important Information

- **Part A:** Coles Mastercard Terms and Conditions;
- **Part B:** Privacy;
- **Part C:** Credit Guide;
- **Part D:** Information Statement; and
- The '**Contact Us**' section at the end of the booklet.

2. Your Financial Table

3. Coles Mastercard Rewards Terms and Conditions

4. Digital Wallet Terms and Conditions

- i. Apple Pay: Coles Card Terms and Conditions;
- ii. Samsung Pay: Coles Card Terms and Conditions; and
- iii. Google Pay: Coles Card Terms and Conditions.

5. Coles Platinum Mastercard Complimentary Insurance Policy Information Booklet (if applicable to product)

6. Direct Debit Request Service Agreement (if you repay your Account via Direct Debit)

These changes will be effective when your Account is moved to the new system. This is planned to occur on 8 September 2025. We will confirm this date with you and let you know if there is any delay. In this notice, we refer to this date as being the "**Transition Date**".

To view the updated terms and conditions that will govern your Account, visit <https://www.coles.com.au/credit-cards/existing-customers/important-information>.

It is important that you read this notice carefully and keep a copy of it for your records.

What are the changes

1. Coles Mastercard Terms and Conditions and Other Important Information

- We're amending several sections in Part A and replacing it with a new Part A from the Transition Date. Please read the summary of changes to Part A on pages 3-10 of this notice together with the new Part A contained in the **Coles Mastercard Terms and Conditions and Other Information** booklet.
- We're making updates to **Part B: Privacy** to:
 - remove references to:
 - o Citigroup Pty Limited (**Citi**) and its related companies as Citi will no longer provide any assistance in administering your Account from the Transition Date;
 - o Loyalty Pacific Pty Ltd trading as 'Flybuys' from the definition of Coles as this is a separate entity.
 - further explain some of the purposes for which we collect, use and disclose your personal information;
 - our contact details. If you have any privacy related queries, please:
 - o Log in and chat with us;
 - o Telephone: 1300 306 397 (within Australia); or
 - o Write to:
Coles Credit Cards Team – Privacy
GPO Box 9992
Melbourne VIC 3001

- We're updating the following in the **Part C: Credit Guide**:
 - our mailing address in the 'How you can contact us?' section, which is changing to Coles Credit Cards Team, GPO Box 9992, Melbourne VIC 3001; and
 - our complaints process. You can lodge a complaint in one of the following ways:
 - o by logging in and chatting with us;
 - o by filling out our feedback form at <https://www.coles.com.au/credit-cards>
 - o by telephone – call 1300 306 397 (toll free within Australia) or +61 2 8288 2890 (from overseas) between 8am–6pm Monday to Friday (Melbourne time);
 - o by email to customerresolutions@secure.coles.com.au;
 - o in writing to:
Coles Credit Cards Team- Customer Resolutions
Reply Paid 2870
Melbourne VIC 8060
- We're making a minor update to the response to question 14 'What do I do if I cannot make a repayment' in the **Part D: Information Statement** to remove repetitive text that isn't required. The changes to this response don't impact the assistance we can provide if you cannot make a repayment.
- We're updating the '**Contact Us**' section at the end of the booklet to include:
 - contacting us by logging in and chatting with us;
 - reference to our accessibility or disability support web page at <https://www.coles.com.au/credit-cards/contact-us>; and
 - our new mailing address if you want to write to us, which will be:
Coles Credit Cards Team
GPO Box 9992
Melbourne VIC 3001

Please read the new **Coles Mastercard Terms and Conditions and Other Important Information** booklet which will replace the current version from the Transition Date.

1. Coles Mastercard Terms and Conditions (Part A)

Here's a summary of the changes between the Part A that currently applies to your Account and the new Part A that will apply from the Transition Date that impact you.

Section changing	What it means for you
1 Getting started with your contract	We're making some minor changes to actions we can take if you cease to be a member of a third-party rewards points provider if your Card has a rewards program. We may close your Account or cancel or suspend a Card if you cease to be a member. We're also making some changes to explain how new credit card contracts will be accepted from the Transition Date, which doesn't impact your Account.
1A How we may exercise our rights and discretions	We're simplifying this section but not making any changes to how we may exercise our rights and discretions under this contract.
2 Use of Cards and the Account Using the Account	You'll no longer be able to make BPAY® payments using telephone services. You'll still be able to make BPAY payments using online access. We're also updating this section to clarify that you can use your Card to: • make payments over the phone; and • withdraw cash at an ATM, any Australia Post Bank@Post™ outlet and over the counter at any bank in the world that displays the Mastercard symbol.
2 Use of Cards and the Account Credit Limits and other limits	For customers who currently have a Total Cash Limit less than their Credit Limit, this will be increasing to the Credit Limit, which may increase your liability in the case of Unauthorised Transactions. As a result, we're making changes to this section to explain that your Total Cash Limit is generally the same as your Credit Limit. We're also including making changes to circumstances where we may reduce your Credit Limit or Total Cash Limit without your permission, including: • if you've defaulted on your credit contract; • where we have good reason to believe that your existing Credit Limit or Total Cash Limit is more than you can manage without financial difficulty; • where your Account is inactive; • to manage a risk, including to prevent potential fraud or scam. We're also: • clarifying that we may change or impose new daily, weekly or other maximum limits that apply to Cards or your Account; and • simplifying the paragraph about your right to request a credit limit decrease.

Section changing	What it means for you
2 Use of Cards and the Account Additional Cardholders	We're adding some further explanation about Additional Cardholders, including that: • they may be able to select their Card PIN or other Security Codes; • they can't request or arrange a Balance Transfer, Instalment Plan or close the Account; • if you ask us to cancel an Additional Cardholder's Card you will still be responsible for any transactions that were made by the Additional Cardholder before we received your request, that are processed and added to your Account after we received your request.
2 Use of Cards and the Account Limits on Use	We're not changing the limitations that apply to how you and Additional Cardholders can transact. For example, you still won't be able to transact on the Account for the purposes of gambling or for crypto currency related transactions. However, we are updating this section to: • explain that we can block both payments made from the Account or a credit made by a merchant to the Account that we reasonably consider is a gambling transaction or a transaction to invest in shares or other financial product (including receipt of investment returns) or related to crypto currency; • explain that despite the limits we put on the Account, there might be some instances where a gambling transaction, transaction to invest in shares or other financial product or a transaction related to crypto currency might be allowed to occur. If this does happen, it will be treated as a Cash Advance, which means a fee will apply and interest will be charged at the Cash Advance Annual Percentage Rate; • require you and Additional Cardholders to provide information we reasonably request in connection with the Account and any relevant transactions; and • delete the paragraphs at the end of this section about when we may delay, block or refuse transactions as this will move to section 7.
2 Use of Cards and the Account Altering or stopping a payment	We're updating the table to explain that BPAY payments that are instructed to be made today can't be stopped or altered once they are submitted, but BPAY payments that are scheduled to occur on a future date can be cancelled in online access up to the day before the scheduled payment date.
3 International transactions	We're updating some of the information in this section to explain: • that both making payments to and receiving credits from merchants is subject to Australian and overseas laws, and sometimes these laws may apply restrictions or limits to your use of a Card, telephone services or online access outside Australia; and • how the exchange rates are determined for international transactions.
4 Payments	We're updating this section to explain that if you have both an Overdue Amount and Overlimit Amount owing at the end of a Statement Period, only the higher of the two amounts will be shown on your statement. We're removing references to how payments are applied to Instalment Plans from this section, as this will be covered in section 5.

Section changing	What it means for you
5 Instalment Plans, Balance Transfers and Special Promotions	Instalment Plans We're making the following changes to this section: - renaming some of the defined terms by replacing references to Fixed Payment Option and FPO with Instalment Plan; - providing more explanation about how Instalment Plans work and what happens when a transaction is converted to an Instalment Plan; - introducing some new defined terms, including a definition of Overdue Instalment Amount, which means any unpaid overdue Monthly Instalment, Initial Interest Charge or Instalment Fee amount and any related interest; - adding that the last Monthly Instalment is generally slightly different to previous Monthly Instalments. This is due to rounding because Monthly Instalments can't be equally divided over the Instalment Plan term; - rewriting the section headed 'Instalment Plan – Application of Payments' which explains how payments are applied when you have an Instalment Plan; - rewriting the section headed 'What happens if there are Extra Payments, an Instalment Plan is cancelled or payments aren't made on time?' to: - simplify as some of the information currently in this section will be in the 'Instalment Plan – Application of Payments' section; - remove the reference to charging some interest on the day an Extra Payment is made that doesn't fully repay an Instalment Plan as we won't do that; - further explain some of the current information in this section; - change how interest is calculated and charged on the Main Instalment Plan Balance in the Statement Period an Instalment Plan is cancelled by <u>us</u>. It will now be calculated up to the day we cancel the Instalment Plan at the Daily Instalment Plan Rate and charged at the end of the day and treated as a Retail Purchase. Any Main Instalment Plan Balance will revert to the underlying transaction type (either a Retail Purchase or Cash Advance) the day after we cancel an Instalment Plan. There will be no change to how interest is calculated and charged on the Main Instalment Plan Balance when <u>you</u> cancel or repay your Instalment Plan Early. Balance Transfers We're including a section on Balance Transfers. Currently, the Balance Transfer terms are provided separately. There will be no change to the promotional Balance Transfer Annual Percentage Rate or the term of any Balance Transfer that you currently have. When a Balance Transfer expires, the Annual Percentage Rate that applies to Cash Advances will apply to any amount that remains outstanding.

Section changing	What it means for you
6 Statements and other notices	We're updating this section in relation to electronic Communications (statements, notices and other information): • to remove reference to sending Communications by fax; • to add that we may give you a Communication electronically via online access or by publishing a notice on our website where permitted by law. If we do this, we will usually send you an email, SMS or letter (in some cases) to let you know that it's available. We consider the Communication is received when we let you know that it is available. It's important to keep your email address, mobile phone number and mailing address up to date to receive Communications from us.
7 Default, suspension and closure	We're rewriting this section and making changes to: • the situations your Account will be in default. You'll continue to be in default if you don't make payments on time, however, we're: – clarifying that you'll also be in default if you don't follow the requirements of the credit contract or you give false or misleading information and this has a material impact on our legitimate interests, including our business, risk management or security requirements; and – adding that your Account will be in default if you become insolvent or have a receiver or bankruptcy trustee appointed or you transfer your assets to a creditor. • explain the 31 day notice period we will give, where required by law, when you are in default; • add that we can charge to your Account any enforcement expenses reasonably incurred or expended by us to enforce this credit contract if you are in default. We will calculate interest on enforcement expenses at the Retail Purchase Annual Percentage Rate; • the circumstances we may close or suspend your Account, cancel or suspend a Card or access to online access or not process a transaction, including if you're in default, to protect you or us from potentially fraudulent activity or a scam or other losses, to prevent an anticipated breach of the law or manage any risk, or if we reasonably consider it appropriate to protect a customer or another person from financial abuse; • explain what happens if you or we close or suspend your Account, cancel or suspend a Card or access to online access; • remove the right for us to retain reasonable costs of closing your Account where your Account has a credit balance at the time of closure (currently \$5), as we won't do this.

Section changing	What it means for you
8 Interest	We're rewriting this section to provide further explanation about when and how we calculate and charge interest on your Account, except for how we calculate and charge interest on Instalment Plans, as this is in section 5. We're including some examples to help explain how interest is calculated and providing further explanation about how interest free periods work for Retail Purchases. The main change is that you'll be able to benefit from interest free days on Retail Purchases even if you have a Balance Transfer by paying the Interest Free Days Payment by the Payment Due Date. Currently you are not able to get interest free days on Retail Purchases when you have a Balance Transfer. The 'Interest Free Days Payment' will be a new payment option shown on your statement if you have a Balance Transfer and/or Instalment Plan. If you are not in an interest free period, there are two ways you can start a new one: 1. begin your Statement Period with either a zero balance or a credit balance; or 2. pay the Closing Balance (or the Interest Free Days Payment if you have a Balance Transfer and/or Instalment Plan) shown on your statement in full by the Payment Due Date shown on your statement.
9 Fees	We're updating this section to explain that you can obtain information about current fees and charges at https://coles.com.au/credit-cards/ or by contacting us in one of the ways set out at the end of this booklet.
10 Solving problems	Refunds We're rewriting this section to explain how refunds from us or a merchant are applied to reduce your Account balance. A refund is not treated as a payment by you and you still have to pay the minimum amount shown on your statement. If a refund amount is less than your outstanding balance, it will be applied to the unpaid balance of the original transaction type to which it relates (for example, if it is a refund of a Retail Purchase, the refund will be applied to the unpaid Retail Purchase Balance). If there is any refund amount remaining it will be applied based on the order of dates on which the balance for a transaction type was set up, with it being applied to the earliest first. However, if you have an Instalment Plan, it will be applied to the Main Instalment Plan Balance last. Payment reversals We're including a new paragraph about payment reversals, for example, where you make a payment by direct debit and the payment is dishonoured and we don't receive the money. If a payment is reversed, the amount of the reversal will be treated as the same transaction types to which the payment was originally applied, except if a payment to an Instalment Plan is reversed. In this case, the amount of the reversal will be treated as a Retail Purchase. Error/dispute resolution We're rewriting this section to refer to our process for making complaints set out in Part C of the booklet.

Section changing	What it means for you
10 Solving problems	Transaction disputes and Chargebacks We're rewriting this section to provide more clarity about transaction disputes, which can occur if you have a problem with goods or services, if you believe you were charged the incorrect amount or you were charged for an item you didn't receive. You may have a right to Chargeback the transaction under the Network scheme rules. It's important you tell us about any dispute as soon as possible as there are time limits on our ability to process a Chargeback on your behalf.
11 Changes	We're adding that: • we may notify you of changes to Annual Percentage Rates or the amount of a fee or charge by publishing a notice electronically (e.g. on our website or through online access) without letting you know by SMS or email. We'll follow any regulatory rules in place when we do this; • if we have told you that you won't ever pay an Annual Fee in relation to your No Annual Fee Mastercard product under this contract, we cannot change the terms and conditions to introduce an Annual Fee on that product (but we can if you switch to another product); • if we reduce your Total Cash Limit, we may notify you as soon as reasonably possible, which may be after the change is made. We're also clarifying that we don't have to give you notice if the government introduces fees or charges on receipts or withdrawals. Currently, there are no government fees or charges that apply to your Account.
12 Security and liability for losses for unauthorised electronic transactions	We're making some updates to this section to explain: • that there may be some circumstances where you can set your own Security Codes, including PINs, or passwords to use online access; • that you only have to destroy expired or cancelled physical Cards (not digital cards) by cutting them diagonally in half; • the examples of Security Codes that are clearly identifiable, which a Cardholder must not choose, which include a birth date, phone number or an alphabetical Security Code that is a recognisable part of the Cardholder's name; • that if a Cardholder adds their Card to a payment device (like a mobile phone, wearable or tablet), it's important to make sure that no one else can access the payment device because they might be able to use a Card and transact on your Account; • that you won't be liable for losses from an Unauthorised Transaction that are caused by the same transaction being incorrectly debited more than once to your Account.
13 Things we aren't responsible for	We're making some minor updates to this section due to changes being made to section 7.
13A Mistaken internet payments	We're making a minor update to refer to the contact us section at the end of the booklet for ways you can tell us about a Mistaken Internet Payment.

Section changing	What it means for you
14 Conditions for specific PaymentFacilities	Recurring Card Instructions We're updating this section to explain that if a Cardholder provides their Card details to a merchant participating in an account updater service (for example, when you set up a regular payment from your Card such as a monthly subscription or gym membership), we may give the merchant the updated Card details when they change. You may request to opt-out of the automatic update of Card Details by contacting us. Scheduled BPAY Payments We're clarifying the way scheduled BPAY payments work including that we'll: • debit your Account on the day you have scheduled to make the payment even if it is not a Business Day, however, the payment may take up to two Business Days to be received. • still process scheduled BPAY payments on the days nominated, even if a Card is re-issued with a new Card number or expiry date or reported lost or stolen; • stop processing scheduled BPAY payments if your Account is closed or suspended. Telephone services and online access We're updating this section to: • add that you and any Additional Cardholders will require a Coles Group account provided by Coles Group Limited and Coles Group account credentials to use online access; and • clarify that you and Additional Cardholders will be given or can select Security Codes to use telephone services or online access.
15 BPAY	We're re-ordering some of the paragraphs in this section and making some updates to clarify how the BPAY terms apply to you and Additional Cardholders. We're also changing the cut off time for BPAY payments to be submitted on a Business Day from 4pm to 6pm (Melbourne time).
16 General matters	Unacceptable Account Conduct We're introducing a new 'Unacceptable Account conduct' policy into our terms and conditions making it clear that we don't tolerate financial abuse conducted through our credit cards and online access. We will investigate instances where we identify or are made aware that an Account is being used in a financially abusive manner and may reasonably exercise our rights to close, cancel or suspend use of a Card, access to online access or your Account or not agree to a Credit Limit increase if we reasonably consider it appropriate to protect a customer or another person from financial abuse.

Section changing	What it means for you
17 Dictionary	We're changing some definitions: • due to changes in terminology or to simplify and provide further explanation. See the changes to the definition of Account, Balance Transfer, Card, Card Balance, Cash Advance, Financial Table, Instalment Plan, Monthly Instalment, Minimum Payment Due, Overdue Amount, Overlimit Amount, Payment Facility, Retail Purchase, Retail Purchase Balance, Security Code, Special Promotion and Transaction Date. • due to system changes, such as the definition of Business Day to be a day other than a Saturday, Sunday or public holiday throughout Australia, the definition of Statement Period to remove that this is usually 30 days and the definition of Total Cash Limit as this amount is generally the same as your Credit Limit and will no longer be on your statement. We're removing the definitions of Citi, Payment Due and Telegraphic Transfer. We're inserting new definitions: • relating to Balance Transfers and Instalment Plans, being Balance Transfer Fee, Balance Transfer Term, Initial Interest Charge, Instalment Fee, Main Instalment Plan Balance and Overdue Instalment Amount; • of Legitimate Interests which is used in section 7 and means our legitimate funding, business, risk management, prudential or security requirements, or any other requirements that are reasonably necessary to protect us against material risk that a monetary default will occur; • Interest Free Days Payment which is the amount you need to pay to keep or start a new interest free days period for Retail Purchases if you have an Instalment Plan or Balance Transfer; and • Total Minimum Payment Due, which will be included in your statement and is currently called Minimum Repayment.

2. Financial Table

- **Retail Purchase Annual Percentage Rate (APR)**

We're amending the description as to how the Retail Purchase APR applies to align with changes to terminology relating to Instalment Plans, but there will be no change to the rate on the Transition Date. The new description as to how the Retail Purchase APR applies to be inserted after the Retail Purchase APR will be:

'Applies to Retail Purchases and where applicable, any Overdue Instalment Amount.'

Retail Purchase and Overdue Instalment Amount are defined in the new Part A.

- **Interest Free Period**

We're amending the description of the interest free period because customers with a Balance Transfer will be eligible for interest free days on Retail Purchases after the Transition Date if they pay the Interest Free Days Payment by the Payment Due Date.

The new description for No Annual Fee Mastercard and Rewards Mastercard customers will be:

Interest Free Period
Up to 44 days for the Retail Purchase Balance.

The new description for Low Rate Mastercard customers will be:

Interest Free Period
Up to 55 days for the Retail Purchase Balance.

Retail Purchase Balance is defined in the new Part A.

- **Minimum Repayment**

We're renaming the Minimum Repayment amount that is shown on your statement to '**Total Minimum Payment Due**' and making changes to the description of this amount to clarify what amount gets shown on your statement when both an Overdue Amount and Overlimit Amount is owing at the end of a Statement Period and remove the words 'any other amount due under the credit contract which is payable on demand' from the description as there aren't any.

The new description of Total Minimum Payment Due will be:

Total Minimum Payment Due
The minimum amount payable for a Statement Period will consist of:
• your Minimum Payment Due – this amount is payable by the Payment Due Date shown on the relevant statement; and • any Overdue Amount or Overlimit Amount – these amounts must be paid straight away. If you have both an Overdue Amount and Overlimit Amount owing at the end of a Statement Period, the higher of the two amounts will be included in the Total Minimum Payment Due on your statement.

- **Minimum Payment Due**

We're updating this description to reflect changes in the terminology being used in connection with Instalment Plans in the new Part A. However, there will be no change to the way this amount is calculated.

The new description of Minimum Payment Due will be:

Minimum Payment Due

You must pay the Minimum Payment Due by the Payment Due Date each month as advised in your statement.

The Minimum Payment Due is:

1. the greater of:
 - a) \$25, or if the Card Balance as at the end of the Statement Period is less than \$25, the Card Balance; or
 - b) 2.00% of the Card Balance as at the end of the Statement Period (rounded up to the nearest dollar);
2. plus any Monthly Instalment, Initial Interest Charge, Instalment Fee or related interest on any of them, that is part of an Instalment Plan for that Statement Period.

Payment Due Date, Card Balance, Monthly Instalment, Initial Interest Charge, Instalment Fee, Instalment Plan and Statement Period are defined in the new Part A.

- **Annual Fee – this change doesn't apply to No Annual Fee Mastercard customers**

We're changing the current description to clarify that the Annual Fee is debited to your Account on the last day of the Statement Period in which the anniversary of the day we approved your Account occurs.

If your first Annual Fee hasn't been charged before the Transition Date, your first Annual Fee will be debited on the last day of the Statement Period in which first use of the Account (being when a transaction is first debited to the Account including Balance Transfers) occurs. Currently, the first Annual Fee is debited after first use or activation of your Card (whichever occurs first), however, activation of a Card will no longer be a trigger for charging the Annual Fee after the Transition Date.

Subsequent Annual Fees will be debited on the last day of the Statement Period in which the anniversary of the day we approved your Account occurs.

The amount of the Annual Fee will not change on the Transition Date. If you are eligible to receive an Annual Fee waiver, this will continue while you remain eligible.

The new Annual Fee description for Rewards Mastercard customers will be:

Annual Fee

\$99, debited to your Account on the last day of the Statement Period in which first use of the Account (being when a transaction is first debited to the Account including Balance Transfers) occurs.

After that \$99 debited each year on the last day of the Statement Period in which the anniversary of the day we approved your Account occurs.

The new Annual Fee description for Low Rate Mastercard customers will be:

Annual Fee

\$58, debited to your Account on the last day of the Statement Period in which first use of the Account (being when a transaction is first debited to the Account including Balance Transfers) occurs.

After that \$58 debited each year on the last day of the Statement Period in which the anniversary of the day we approved your Account occurs.

- **Domestic Cash Advance Fee**

We're making some minor changes to the description of the fee that won't change how the fee is charged or the amount of the fee.

The new description of Domestic Cash Advance Fee will be:

Domestic Cash Advance Fee
\$1.95 per transaction amount under \$65, and 3.0% of the transaction amount for any Cash Advance equal to or over \$65, debited to your Account on the date the Cash Advance takes place.

- **International Cash Advance Fee**

We're making some minor changes to the description of the fee that won't change how the fee is charged or the amount of the fee.

The new description of International Cash Advance Fee will be:

International Cash Advance Fee
\$5 per transaction amount for a Cash Advance outside of Australia, debited to your Account on the date the Cash Advance takes place.

- **International Transaction Fee**

We're making some minor changes to the description of the fee that won't change how the fee is charged or the amount of the fee.

The new description of International Transaction Fee will be:

International Transaction Fee
We charge you an International Transaction Fee of 3% of the transaction amount, debited to your Account on the date the relevant Retail Purchase or Cash Advance takes place, of which a service and assessment fee of 1% is payable by us to Mastercard®, for any Retail Purchase or Cash Advance transaction in: 1. foreign currency once converted to Australian dollars; and/or 2. Australian dollars (or any other currency), when either the merchant or its financial institution/ payment processor is located or registered overseas, including transactions that involve dynamic currency conversion (that is where a transaction denominated in a foreign currency is converted to local currency which is a service that is offered by certain ATMs and merchants). The process of conversion and the exchange rates applied will be determined by the relevant ATM, merchant or dynamic currency conversion service provider as the case may be. We do not determine whether a Card transaction will be converted into local currency by the merchant or ATM and you may have to check with the relevant merchant or ATM provider. Note: It may also not always be clear that the merchant or its financial institution/payment processor is located or registered overseas.

- **Dishonour Fee**

We're removing the \$15 Dishonour Fee as we'll no longer charge this fee from the Transition Date.

- **Paper Statement Fee**

If we issue you with a paper statement, the Paper Statement Fee will now be debited to your Account on the last day of the Statement Period for which the paper statement relates.

The new description of Paper Statement Fee will be:

Paper Statement Fee
\$2 each month we issue you with a paper statement, debited to your Account on the last day of the Statement Period. This may be waived in limited circumstances.

- **Over-the-Counter Transaction Fee**

We're removing the reference to payments being made to your Account at Australia Post outlets by EFTPOS. Payments can only be made at Australia Post outlets by cash.

The new description of Over-the-Counter Transaction fee will be:

Over-the-Counter Transaction Fee
\$2.25 fee applies for each payment made to your Account by cash at an Australia Post outlet displaying the Bank@Post™ symbol.

- **Late Payment Fee**

We're clarifying that we won't charge the Late Payment Fee if the balance of your Account is less than \$50.

The new description of Late Payment Fee will be:

Late Payment Fee
\$30 debited to your Account after the Payment Due Date if at the time the fee is debited, your Account has an Overdue Amount and the balance of your Account is \$50 or more.

- **Total Cash Limit**

Your Total Cash Limit will become equal to your Credit Limit. If you currently have a Total Cash Limit that is less than your Credit Limit, this will be increased to your Credit Limit. This may increase your liability in the case of Unauthorised Transactions.

Your Credit Limit is shown on your statement.

- **Daily Cash Limit**

The daily limit of \$1,000 (subject to Available Credit) is not changing, but we're clarifying that this limit applies to cash withdrawals at an ATM, any Australia Post Bank@Post™ outlet or over-the-counter at any bank in the world that displays the Mastercard symbol.

The new description of Daily Cash Limit will be:

Daily Cash Limit
A daily limit of \$1,000.00 (subject to Available Credit) applies to your Account for Cash Advances made using a Card to withdraw cash at an ATM, any Australia Post Bank@Post™ outlet or over-the-counter at any bank in the world that displays the Mastercard® symbol.

3. Coles Mastercard Rewards Terms and Conditions

We're replacing the existing Coles Mastercard Rewards Terms and Conditions booklet dated 1 July 2024 with a new version available for you to read at

<https://www.coles.com.au/credit-cards/existing-customers/important-information>

- We're making a number of amendments for stylistic purposes or to make some definitions and clauses easier to read and understand. These include the removal of title case, some re-phrasing and some re-numbering.
- We're deleting all references to 'Citi' and definitions that are not used in, or relevant to, these Rewards Terms and Conditions.
- We've updated clause 3.1 and removed clause 2.4 to make this part easier to read and understand.
- We've updated clause 3.5 to let you know that Flybuys Points earned during a Statement Period as a result of spend on Eligible Transactions on your Account will be displayed via online access.
- We've updated clause 7.5 to let you know that you can change the Flybuys Membership Account linked to your Coles credit card Account by logging into your Coles Group account provided by Coles Group Limited.
- We're also amending the following definitions and related clauses:

Account	Means your Coles Mastercard credit card account
Additional Flybuys Points or Bonus Flybuys Points	We are clarifying that this includes Flybuys Points available through a Special Feature
Card	Means any credit card issued by us for use on your Account, including a physical or digital card
Eligible Transactions	We are clarifying that Instalment Plans and transactions made to invest in shares or other financial products or crypto currency related transactions aren't eligible to earn Flybuys Points.

4. Coles Mastercard Digital Wallet Terms and Conditions

- i. Apple Pay: Coles Card Terms and Conditions;
 - ii. Samsung Pay: Coles Card Terms and Conditions; and
 - iii. Google Pay: Coles Card Terms and Conditions.
- We're replacing the current Apple Pay, Samsung Pay and Google Pay terms and conditions with new versions. Please read the new **Apple Pay**, **Samsung Pay** and **Google Pay** Terms and Conditions at <https://www.coles.com.au/credit-cards/existing-customers/important-information>
 - We're making changes to sections about how you use a Card through a digital wallet to clarify that the primary cardholder is responsible for transactions made using Cards that have been added to a digital wallet.
 - We're removing paragraphs from sections and entire sections containing obligations that are already covered in Part A, including amending the sections about how you use a Card through a digital wallet and deleting the section on changes to participation in Apple Pay, Samsung Pay or Google Pay.
 - We have included information on when enrolment may be declined for Samsung Pay, as well as noted that there may be potential limits on the number of cards that can be stored per device and the number of devices storing the same card.
 - We're simplifying the changes to the terms and conditions section. If we make any future changes to these terms and conditions, we'll notify you electronically including publishing a notice on our website, by advertisement or other appropriate method before the change takes place.
 - We're simplifying the Privacy section by removing the section 'Authorisation to collect and share data' and clarifying who we exchange your personal information with Apple, Samsung, Google and the relevant card scheme networks.
 - We're removing sections that are not required as they are not relevant to your use of Apple Pay, Samsung Pay or Google Pay, being, 'Intellectual property', 'Disclaimers of warranty', 'Limitation of liability', 'Indemnity' and 'Representation and warranty'.

5. Coles Platinum Mastercard Complimentary Insurance Policy Information Booklet (the Policy)

(if applicable to product¹)

- We're replacing the existing Policy with a new version available for you to read at <https://www.coles.com.au/credit-cards/existing-customers/important-information>.
- We're deleting all references to 'Citi' and definitions that are not used in, or relevant to, the Policy.
- The below updates to certain sections of the Policy have been made to provide clarity with certain covers and what is included and excluded:

Section	Summary of Changes
Important Information about the complimentary covers available	
Limitation of Cover	Changes have been made to manage sanctions risk in relation to providing cover or paying claims – please refer to this section of the Policy.
Definitions	
Citi	We're removing the definition of Citi and any references to Citi in the Policy as Citi will no longer provide any assistance in administering your Account from the Transition Date.
Motorcycle	Definition of Motorcycle is deleted as it is not required.
Purchase Protection Insurance	
Part D – Excesses & Exclusions	Changes have been made to manage sanctions risk in relation to providing cover or paying claims – please refer to this section of the Policy under point 12.
Extended Warranty Insurance	
Part D – Excesses & Exclusions	Changes have been made to manage sanctions risk in relation to providing cover or paying claims – please refer to this section of the Policy under point 6.
Recovery	
Claims – Recovery	Minor changes have been made to provide greater clarity on how any money recovered under a right of subrogation will be applied.

6. Direct Debit Request Service Agreement

(if you repay your Account via Direct Debit)

We are making the following changes:

- The Direct Debit Request Service Agreement will now be known as the Direct Debit (AutoPay) Request Service Agreement and is available for you to read at **www.coles.com.au/credit-cards/existing-customers/important-information**
- The Payment Due option will now be known as Total Minimum Payment Due, and will draw the Total Minimum Payment Due as shown on your monthly statement from your nominated account on the Payment Due Date and this will include any Overdue or Overlimit amounts. If you have made any payments prior to the due date, AutoPay will still debit the Total Minimum Payment Due amount. For example, if your Total Minimum Payment Due is \$100 and you pay \$50 before the due date, AutoPay will withdraw \$100 on the due date. The only exception to this is if the extra payments you make cause the remaining Closing Balance owing on the due date to be less than Total Minimum Payment Due Amount. If this occurs, we'll only withdraw the remaining Closing Balance.
- The payment option '**The full amount of the Closing Balance shown on my Monthly Statement**' will now be known as '**Full Payment (Closing Balance or Interest Free Days Payment)**'. This will debit the Closing Balance or the Interest Free Days Payment if you have an Instalment Plan or Balance Transfer. The Interest Free Days Payment excludes Instalment Plan balances not yet due and Balance Transfer amounts (including any amount owing after the Balance Transfer promotional period expires). If you want to reduce Balance Transfer amounts, you'll need to make extra payments. If you don't have an Instalment Plan or Balance Transfer, AutoPay will withdraw the remaining Closing Balance owing on the due date taking into account any extra payments made before the due date. For example, if your Closing Balance is \$500 and you pay \$50 before the due date, AutoPay will withdraw \$450 on the due date. If you have an Instalment Plan or Balance Transfer, AutoPay will withdraw the lesser of the Interest Free Days Payment amount shown on your statement or the remaining Closing Balance owing on the due date.
- A new Fixed Payment option will also be available to debit a fixed amount of \$25 or more. We will debit the fixed amount that you enter or the Total Minimum Payment Due, whichever is greater. If the Closing Balance on a monthly statement is less than the fixed payment amount, the Closing Balance will be debited.
- Additional payments received between the statement date and the day before the Payment Due Date may not reduce the direct debit payment amount. However, we won't debit more than the Closing Balance on your statement or an amount that would bring your account into credit.
- Other changes we have made:
 - We have changed the definition of us or we to mean NAB.
 - Clause 2.1 is changed to say we will give you at least 30 days written notice of changes, instead of at least 14 days written notice.
 - We have changed our postal address at clauses 3.1 and 9.1.
 - At clause 6.1 we have included our phone number for notifying us of errors in debiting your account.

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Our/us/we/Coles Credit Cards Team means NAB unless the context otherwise requires it.

¹ Complimentary insurance covers are provided to your Account by AWP Australia Pty Ltd ABN 52 097 227 177 AFSL 245631 trading as Allianz Global Assistance under a binder from the insurer, Allianz Australia Insurance Limited ABN 15 000 122 850 AFSL 234708 ("Allianz"). AWP has issued a Complimentary insurance group policy to NAB which allows eligible NAB account holders and cardholders to claim under it as third party beneficiaries by operation of s48 of the Insurance Contracts Act 1984 (Cth). Any advice on insurance is general advice only and not based on any consideration of your objectives, financial situation or needs. You must check whether or not it is appropriate, in light of your own circumstances, to act on this advice. The terms, conditions, exclusions, limits and applicable sub-limits of the group policy are set out in the Coles Platinum Mastercard Complimentary Insurance Policy Information Booklet which can be found at coles.com.au/mastercard-important-information and may be amended from time to time. Neither NAB nor any of its related corporations guarantee this insurance. For general enquiries call Allianz Global Assistance who issues and manages the Group Policy on behalf of Allianz.