



coles Credit Cards

Variation Notice

This variation notice provides full details of the changes, as they apply to your Coles Mastercard Terms and Conditions and Other Important Information.

These changes form part of, and must be read in conjunction with, your existing terms and conditions. You can find the current terms and conditions relating to your account at coles.com.au/mastercard-important-information.

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

How to read this notice

1. Section numbers as listed in this notice relate directly to the section numbers in your terms and conditions.
2. If a section or sub-section is not specifically mentioned in this notice it remains unchanged.
3. If a section or sub-section is specifically mentioned in this notice:
 - a. a change is shown alongside the current wording as "replacement";
 - b. a new section or sub-section is shown as "new";
 - c. a deleted section or sub-section is shown as "deleted".

Changes to your Coles Mastercard Terms and Conditions and Other Important Information effective 1 July 2021

Part A: Terms and Conditions

Changes to Section 2. Use of Cards and the Account

Limits on Use

We have included reference to crypto currency related transactions as transactions you cannot make on your credit card. Accordingly, we've updated the final bullet of the clause as follows:

Current	Replacement
Cardholders must not, or won't be able to, transact: <ul style="list-style-type: none">• to invest in shares or other financial products.	Cardholders must not, or won't be able to, transact: <ul style="list-style-type: none">• to invest in shares or other financial products or for crypto currency related transactions



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Changes to the Coles Mastercard Terms and Conditions and Other Important Information effective 5 October 2021

Part C: Credit Guide

What should you do if you have a complaint?

We will continue to resolve any complaints as quickly and fairly as possible. If there is a delay in doing so we will now contact you within 30 days of receiving the new complaint, rather than 45, to explain why resolution is taking longer than expected. Please note this excludes hardship related complaints. To reflect this, we have amended the last sentence in the clause below.

Current	Replacement
<p>Once you have contacted Us, we will begin the process of investigating and resolving your complaint. We will try to resolve your complaint quickly and fairly. We will endeavour to resolve your complaint within 3 business days, however some complaints do take more time than others. If we anticipate that your complaint will take longer than 21 days to resolve, we will contact you within this time to provide you with an update on our progress. Should it take longer than 45 days, we will contact you in writing to provide an explanation of the reason for the delay.</p>	<p>Once You have contacted Us, We will begin the process of investigating and resolving Your complaint. We will try to resolve Your complaint quickly and fairly, however some complaints do take more time than others. If We anticipate that Your complaint will take longer than 21 days to resolve, We will contact You within this time to provide You with an update on Our progress. If We are unable to resolve Your complaint within 30 days (or within 21 days if it involves a hardship notice, default notice or request to postpone enforcement), We will:</p> <ul style="list-style-type: none"> a) tell You the reasons for the delay; b) tell You the date by which You can reasonably expect to hear the outcome of Our investigation; and c) give You monthly updates on the progress; d) tell You about Your right to complain to the Australian Financial Complaints Authority (AFCA) if You are dissatisfied; and e) provide You with contact details for AFCA (also set out below).



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Current	Replacement
	<p>For complaints involving hardship notice, default notice or request to postpone enforcement, exceptions apply to the 21 day timeframe if We do not have sufficient information to make a decision or We reach an agreement with You. If We require further information from You, then We will request it within 21 days of receiving the complaint.</p>