
Coles Personal Loans Variation Notice

Effective 24 November 2025
(except as otherwise specified or notified)

colespersonal loans

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As we previously notified you (**previous Notice of Change**), we closed your Coles Personal Loan account on or before 5 September 2025. The date on which your account was closed is the **Closure Date**. This means that from the Closure Date, you won't have access to further credit and are not able to transact on this account, other than to make repayments to us.

There will be further changes happening to your Coles Personal Loan account due to:

1. National Australia Bank Limited (**NAB**), the issuer of your product, ending its commercial arrangement with Coles Supermarkets Australia Pty Ltd ABN 45 004 189 708 (**Coles**) in relation to the Coles Personal Loan product; and
2. NAB moving your product to a new system operated by NAB.

The change is planned to occur on **24 November 2025 (Transition Date)**. We will confirm this date with you and let you know if there is any delay.

What are the key changes:

- Your Coles Personal Loan account will be renamed **MyCard Repay**.
- Citigroup Pty Limited (Citi) will no longer provide transitional services in relation to your account.
- Your statement will no longer show the Credit Limit (or Previous Credit Limit referred to in the previous Notice of Change) or Available Credit.
- You will no longer be able to make any payments at Australia Post from 20 November 2025.
- There will be changes to the following terms and conditions that apply or may apply to your account:
 - I. Your **Financial Table**
 - II. **Unsecured Credit Terms and Conditions and Other Important Information**
 - III. **Direct Debit Request Service Agreement** (only applicable if you pay by direct debit)

This Variation Notice provides details of the changes to the terms and conditions listed above, to the extent they impact your limited use of the account. The changes will be effective from the Transition Date on **24 November 2025**, except for the removal of the Over-the-Counter Transaction Fee which will be effective from **20 November 2025** as payments can no longer be made at Australia Post outlets from that date.

This notice is to be read together with the updated Unsecured Credit Terms and Conditions and Other Important Information and the previous Notice of Change regarding changes effective 6 August 2025 and 5 September 2025 which are available at <https://wwwcolescomau/personal-loans/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

I. Financial Table

Where a word or words are capitalised, this means they have a special meaning that is defined in the Financial Table or the Dictionary in section 17 of Part A of the updated **Unsecured Credit Terms and Conditions and Other Important Information** booklet.

- **Credit Limit** is deleted as you no longer have access to credit.
- **Minimum Repayment**

We are re-naming '**Minimum Repayment**' to '**Total Minimum Payment Due**' and making changes to the description of this amount to explain what is included in the Total Minimum Payment Due amount when it is shown on your statement:

Current wording	From the Transition Date
Minimum Repayment	<p>The minimum amount payable for a Statement Period will consist of:</p> <ul style="list-style-type: none">• your Minimum Payment Due – this amount is payable by the Payment Due Date shown on the relevant statement of Account; and• any Overdue Amount – this amount is payable immediately; and• any Overlimit Amount – this amount is payable immediately; and• any other amount due under the credit contract which is payable on demand.

- **Minimum Payment Due**

There is no change in the way we calculate your Minimum Payment Due, but we have made some changes to definitions relating to Instalment Plans and have updated the description to reflect this:

Current wording	From the Transition Date
Minimum Payment Due	<p>You must pay the Minimum Payment Due by the payment due date each month as advised in Your statement. The monthly Minimum Payment Due is:</p> <ol style="list-style-type: none">1. the greater of:<ol style="list-style-type: none">a. \$25 or if the card balance is less than \$25, the card balance; orb. 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, Fixed Payment Option fees on that statement, initial interest charge, or related interest on any of them that is part of a Fixed Payment Option for that month.

- **Monthly Account Service Fee** is removed as we no longer charge this fee.
- **Over-the-Counter Transaction Fee** is deleted as payments can no longer be made at Australia Post outlets from 20 November 2025.
- **Late Payment Fee**
The Late Payment Fee is unchanged at \$30, but we will now only charge the fee if your Account is overdue, and your balance is \$50 or more:

Current wording	From the Transition Date
Late Payment Fee	\$30 each time we do not receive the Minimum Payment Due and any Overdue Amount by the payment due date, debited to your Account after the payment due date. The Minimum Payment Due, any Overdue Amount, and payment due date are detailed on your statement of account.

II. Unsecured Credit Terms and Conditions and Other Important Information

We're making changes to the current version of this booklet and replacing it with an updated version from the Transition Date. As part of these changes:

- All references to Coles Supermarkets Australia Pty Ltd, Coles and Coles Personal Loans will be removed.
- All references to Citi, Citi Online, Citibank and Citigroup Pty Limited will be removed.
- Your 'Fixed Payment Options' or 'FPOs' will become known as 'Instalment Plans'.
- References to self-service telephone banking are removed as it is no longer available.
- **Part A: Unsecured Credit Terms and Conditions** will change in several sections and we are replacing it with an updated Part A. Please read the summary of the changes on pages 7–9 of this notice together with the updated Part A.
- **Part B: Privacy** will be removed from the booklet. For information about how your personal information is handled, please refer to the NAB Privacy Policy at <https://www.nab.com.au/common/privacy-policy>.
- **Part C: Credit Guide** will be renamed to **Part B: Credit Guide** with the following key changes:
 - the 'How can you contact us?' section by changing our phone numbers, mailing address and adding a chat option within Online Servicing as a way to contact us. The new phone number will be 13 24 84 or + 61 2 8255 0615 (from overseas).
 - the 'What you should do if you have a complaint?' section by providing the ways to make a complaint to us.
- **Part D: Information Statement** will be renamed to **Part C: Information Statement**.
- We're updating the '**Contact Us**' section at the end of the booklet with MyCard's contact details, and where you can find information on accessibility support.

Part A: Unsecured Credit Terms and Conditions (Part A)

As Your Account has been closed, You do not have access to further credit and will not be able to transact on Your Account, other than to make repayments to Us. The date on which Your Account was closed is the 'Closure Date'.

From the Closure Date, provisions in the Terms and Conditions relating to making payments to others or to other accounts or withdrawing cash from your Account do not apply to those payments made on or after the Closure Date. This includes Direct Debits, Recurring Card Instructions, Periodic Payments, BPAY® payments to others, funds transfers to others, cash withdrawals and payments made from your Account using your Card, Card details or Account details.

Here's a summary of the changes that will apply from the Transition Date. Only the changes that impact your limited use of the Account are described below.

Section changing	The change
2 Use of Cards and the Account Credit Limits and other limits	We have deleted the section 'Credit Limits and other limits' as you no longer have a Credit Limit or other limit for spending on your Account.
3 International transactions Use outside Australia	We're changing this section to explain that both making payments to and receiving credits from merchants, online access and the customer service centre, are subject to Australian and overseas laws, and sometimes we may apply restrictions or limits for use outside Australia.
4 Payments Paying the Account	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 also clarifying that we will credit payments as soon as reasonably practicable but there may be a delay if the payment is not in cleared funds.
4 Payments Application of payments	We're changing this section as we will apply payments to your Account starting from the part of the Closing Balance that has the highest interest rate applied to it.
5 Instalment Plans, Balance Transfers and Special Promotions	We're making the following changes to this section: <ul style="list-style-type: none">replacing references to Fixed Payment Option and FPO with Instalment Plan and modified and introducing some new defined terms;providing more explanation about how Instalment Plans work and what happens when a transaction is converted to an Instalment Plan;adding that the last Monthly Instalment is generally slightly different to previous Monthly Instalments. This is due to rounding as Monthly Instalments can't be equally divided over the Instalment Plan term;removing the section on statement instalment plans as we do not offer it;rewriting the section headed 'Instalment Plan - Application of Payments' which explains how payments are applied when you have an Instalment Plan; and

Section changing	The change
5 Instalment Plans, Balance Transfers and Special Promotions	<ul style="list-style-type: none"> rewriting the section headed 'What happens if there are Extra Payments, an Instalment Plan is cancelled or payments aren't made on time?' to: <ul style="list-style-type: none"> simplify as some of the information currently in this section will be in the 'Instalment Plan – Application of Payments' section; delete the reference to charging some of the interest on the day an Extra Payment is made that doesn't fully repay an Instalment Plan as we won't do that; and change how interest is calculated and charged on the Main Instalment Plan Balance in the Statement Period that an Instalment Plan is cancelled by us. Interest 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 you cancel or repay your Instalment Plan Early.
6 Statements and other Communications	<p>We're updating this section to:</p> <ul style="list-style-type: none"> explain that we will generally send or make a statement available to You each month unless we are not required to by law. You can request statements; explain that we may give you Communications (statements, notices and other information) by post, electronically (including email, SMS or via online access), by publishing a notice on our website or by including a message on or with a statement; remove reference to sending Communications by fax; and explain that if we send a Communications electronically via online access or by publishing a notice on our website, 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 has been received when we let you know that it is available. <p>You need to contact us if your email address, mobile phone number or address changes so that you can receive Communications from us.</p>
7 Default, suspension and closure Consequences of closing or suspending an Account	<p>We're making changes to:</p> <ul style="list-style-type: none"> delete 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; and clarify that your credit contract will continue after your Account is closed until all outstanding balance is paid to us in full.
8 Interest	<p>We're clarifying that interest is charged at the end of each Statement Period, rounded to the nearest cent, and that charge includes interest for the last day of the Statement Period.</p> <p>Section 5 sets out how we calculate and charge interest on Instalment Plans.</p>

Section changing	The change
10 Solving problems Refunds	<p>Refunds</p> <p>We're rewriting this section to explain how refunds 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.</p> <p>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.</p> <p>Payment reversals</p> <p>We're adding a new paragraph about payment reversals and how they will be treated. A payment reversal may occur if you make a payment by direct debit and the payment is dishonoured. 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.</p> <p>Error/dispute resolution</p> <p>We're changing this section to refer to our new process for making complaints set out in Part B of the updated booklet.</p>
11 Changes	<p>We've deleted the sentence that says that a change in Your APR will change Your Monthly Instalment Plan as this will not happen.</p>
14 Conditions for specific Payment Facilities Recurring or Periodic Payments	<p>We're deleting references to telephones services as self-service telephone banking is no longer available.</p>
16 General matters Assignment	<p>We remove the right to novate our rights or obligations relating to your Account without your consent.</p>
17 Dictionary Definitions	<p>We're changing some definitions:</p> <ul style="list-style-type: none"> due to the removal of further credit on your Account. We're deleting the definitions of Credit Limit and Available Credit. We are also changing the definition of Overlimit Amount as any amount by which your Account balance exceeds the amount of credit that We notified to you in writing (that is, the credit limit that applied to your Account on the date before the Closure Date of your Account); due to changes in terminology or to simplify and provide further explanation. See the changes to the definition of Card Balance, Minimum Payment Due, NAB/our/us/we/The MyCard Team, Overdue Amount, Special Promotion, Total Minimum Payment Due 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 we're deleting the definitions of Citi, Fixed Payment Option, Payment Due and Privacy Act as these terms will no longer be used.

III. Direct Debit Request Service Agreement (only applicable if you pay by direct debit)

From the Transition Date, we are making the following changes to your Direct Debit Request Service Agreement:

- The Direct Debit Request Service Agreement will be known as the **Direct Debit (AutoPay) Request Service Agreement** and is available for you to read at <https://wwwcoles.com.au/personal-loans/existing-customers/important-information>.
- The Payment Due option will 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.
- 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 are making:
 - We are changing the definition of us or we to mean National Australia Bank Limited (ABN 12 004 044 937) (**User ID 658408**).
 - We are changing clause 2.1 to say we will give you at least 30 days' written notice of changes, instead of at least 14 days' written notice.
 - We are changing our postal address at clauses 3.1 and 9.1.

Other things to note

We will also be making the following new payment options available:

- **Full Payment (Closing Balance)** option: This will debit the remaining Closing Balance owing on the due date taking into account any extra payments made before the due date.
- **Fixed Payment** option: This will debit a fixed nominated amount or the Total Minimum Payment Due, whichever is greater.

If you wish to change your direct debit instructions, you can do so by submitting a new direct debit request via online access or contacting us.

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® Registered to BPAY Pty Ltd ABN 69 079 137 518.

Coles Personal Loans are issued by National Australia Bank Limited (ABN 12 004 044 937, AFSL and Australian credit licence 230686) ("NAB") and distributed by Coles Supermarkets Australia Pty Ltd ABN 45 004 189 708. NAB has acquired the business relating to this product from Citigroup Pty Limited (ABN 88 004 325 080, AFSL and Australian Credit Licence 238098) ("Citi") and has appointed Citi to assist to administer this product until the Transition Date which is planned to occur on or after 24 November 2025.

Our/us/we means NAB unless the context otherwise requires it.