



coles Personal Loans

# Variation Notice

This variation notice provides full details of the changes, as they apply to Your Coles Personal Loans Unsecured Credit 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/personal-loans/existing-customers/important-information](https://coles.com.au/personal-loans/existing-customers/important-information).

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

## When these changes are effective

These changes are effective on 1 July 2021.

## 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 Personal Loans Unsecured Credit Terms and Conditions and Other Important Information

### Changes to Part A

#### Section 5 – Special Promotions

##### How an FPO usually works

We have added additional clauses to provide information on statement instalment plans and the order of how We will convert the Closing Balance on Your statement into a Fixed Payment Option.

##### **New**

In addition, if the FPO is a statement instalment plan and only a part of Your outstanding balance is converted to the FPO, the FPO will be first made up of the Retail Purchase Balance shown on Your latest statement and only when the full Retail Purchase Balance is fully converted will the Cash Advance balance be used to make up the rest of the FPO. This means where only part of Your Cash Advance balance is converted to the FPO, the part not converted will remain a Cash Advance and interest on that part will be calculated at the APR for a Cash Advance.

We may set a minimum or maximum amount that can be converted to an FPO.

#### Section 5 – Special Promotions

##### Ending an FPO Early

We have added a clause to provide additional information on the treatment of the Main Fixed Payment Option Balance if You or We cancel Your statement instalment plan or transaction instalment plan.

##### **New**

However, if the FPO is a statement instalment plan or transaction instalment plan, any Main FPO Balance will convert to a Retail Purchase Balance and interest will be calculated at the APR for a retail purchase, from the day of cancellation. This is the case even if part of the underlying balance type was originally a Cash Advance or if a special promotional APR applied to the original transaction.

#### Section 14 – Conditions for specific payment facilities

##### Recurring or periodic payments

We have provided new information on the treatment of Direct Debits and Card on File Payment instructions related to a change in Your Card number and/or expiry details.



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Current	Replacement
<p>If a Card is re-issued with a new Card number or expiry date, You must contact the merchant to cancel or change the details of each recurring Card instruction. We may choose to cancel the recurring Card instruction or (unless You tell us not to) provide Your replacement Card details to update it.</p>	<p>If Your Card number or Card expiry is changed, for example as a result of Your previous Card being lost or stolen or Your Card otherwise being replaced, Your Card is cancelled or Your Account is closed, You should contact the merchant to cancel or change the details of Your recurring Card instruction or Card on File Payment. You authorise Us to, if We choose:</p> <ul style="list-style-type: none"> <li>(a) provide Your replacement Card details to the merchant and/or merchant's acquiring institution to update the recurring payment instruction or Card on File Payment or tell the merchant and/or the merchant's acquiring institution that the Card has been cancelled or the Account has been closed; and/or</li> <li>(b) where the Card has been replaced, treat the recurring payment or Card on File Payment instruction as applying to the new Card and/or expiry date (as the case may be). If We do that, Your Account will continue to be debited in accordance with that instruction except that Your new Card details will be used (instead of the previous Card details).</li> </ul>

### Section 17 - Dictionary

We have added a new defined term to Section 17 in reference to the replacement paragraph in Section 14.

New
<p><b>Card on File Payment</b> An instruction from You or an Additional Cardholder to a merchant authorising it to use Card details (Card number, expiry date and/or security number) to debit Your Card to pay for goods and services provided from time to time.</p>