

# Variation Notice

We are updating our terms and conditions for Value+ Credit Cards, effective 31 October 2023.

The updated Value+ Credit Card Terms and Conditions for Value+ Credit Cards will be available at [newcastlepermanent.com.au/terms-and-conditions](https://newcastlepermanent.com.au/terms-and-conditions), from 31 October 2023.

## Important changes to the Important Information about Value+ Credit Cards

The changes to the Important Information about Value+ Credit Cards, including Conditions of Use for Value+ Credit Cards (Conditions) and Credit Guide dated 29 February 2016 (and amended by Supplementary Terms and Conditions dated 1 December 2018) are described below.

### General updates

Most of the changes we've made are to support our adoption of the Customer-Owned Banking Code of Practice 2022, and due to changes in laws regarding contract terms. We've also made changes following our merger with Greater Bank, to ensure consistency with other products and to make things easier to understand.

We've focused on summarising the changes below which we think are most important for you. Clause and page numbers referenced relate to the original Terms and Conditions document.

### Changes to the date of the Conditions (page 1)

We've changed the date of the Conditions to 31 October 2023.

### Changes to our corporate name (page 1 and Credit Guide page 6)

We've made changes to reflect our new corporate name, Newcastle Greater Mutual Group Ltd.

### Changes to 'Meanings of words' clause 2.1 (page 7)

We've added 'banking application' and 'push notification' as new defined terms. We've also amended the definition of 'We, Us and Our' to reflect our new corporate name, Newcastle Greater Mutual Group Ltd.

### Changes to 'Additional cardholders' clause 2.6 (page 12)

We've made changes to specify that once we accept instructions to cancel an additional card, you will not be liable for losses resulting from any unauthorised use of that additional card by the additional cardholder. You will remain liable for transactions made prior to us accepting the instructions.

### Changes to 'Using electronic equipment' clause 2.8 (page 13)

We've removed a reference to phone banking, as this service was discontinued effective 18 April 2023, as previously notified via the Supplementary Terms and Conditions – Account Access Terms and Conditions effective 19 April 2023. We've also included communication via banking application (mobile app) as an example of electronic communication.

### Changes to 'Processing payments' clause 2.16 (page 18)

We've clarified that it usually takes 3 business days for cheques to clear after they have been deposited.

### Changes to 'Reporting mistakes and claiming chargebacks' clause 2.19 (page 21)

We've made changes to let you know to tell us about an error, discrepancy, or unauthorised transaction in your statement within 120 days of the transaction date before chargeback rights are lost.

### Changes to 'Variation' clause 2.22 (page 23)

We've made changes to add that electronic notification may include notice provided via our website.

### Changes to 'Cancellation or suspension of your card' clause 2.24 (page 25)

We've made changes to state that if we cancel your credit card, we will tell you and, if appropriate, give you the general reasons for doing so.

### Changes 'Electronic communication' clause 2.27.3 (page 27)

We've made changes to include communication via banking application (mobile app) as an example of electronic communication..