

## 2.8 Interest and fees

Interest is payable on every amount charged to your account. Interest is charged monthly at the end of each statement period. The initial interest rate is set out in the borrower information table, and rates appear in your statement. We may change the interest rate at any time, but must give at least same day notice of an increase.

This does not apply where an interest free period applies to retail purchase balances. However, interest free periods will end if you fail to pay the closing balance from your last statement by the payment due date.

Various fees and charges apply, as set out in your Credit Card agreement, and in particular your Borrower Information Table. These will be charged to your account.

## 2.9 Chargebacks

If you have a problem with goods or services purchased under a Credit Card transaction, you may have rights to chargeback the transaction. We will pursue a chargeback at your request, but the result is governed by the network rules. You must first attempt to resolve the issue with the merchant, and notify us of the problem immediately.

## 2.10 Changes to terms

We can change the terms and conditions of your Credit Card agreement. We will notify of any changes in accordance with the Terms and Conditions.

## 2.11 Security requirements and unauthorised transactions

You should comply with the security requirements in the Credit Card Terms and Conditions, including keeping your security code secret and not letting others use your card, security code or identifier, and signing the strip on the reverse of your card as soon as you receive it.

You should notify us immediately if a card or security code is lost, stolen or disclosed to another, or if unauthorised transactions are made on your account.

You may be liable for losses occurring before you notify us of a security breach. The liability rules are set out in the Credit Card Terms and Conditions and apply the ePayments Code rules.

## Contact us



Call **13 11 55**



Online  
**[suncorp.com.au/banking](https://suncorp.com.au/banking)**



Local branch



For general correspondence  
please write to  
**GPO Box 40 Sydney NSW 2001**

For privacy related enquiries you may contact our Privacy Officer at [privacy.officer@citi.com.au](mailto:privacy.officer@citi.com.au) or write to: GPO Box 204 Sydney NSW 2001

Alternatively you may call us on the number above.

National Australia Bank Limited (ABN 12 004 044 937, AFSL and Australian Credit Licence 2306886) ("NAB") is the credit provider and issuer of Suncorp Clear Options Credit Cards. Suncorp-Metway Ltd ABN 66 010 831 722 ("Suncorp Bank") promotes and distributes Suncorp Clear Options Credit Cards on NAB's behalf under an agreement with NAB. NAB has acquired the business relating to this credit from Citigroup Pty Ltd (ABN 88 004 325 080, AFSL and Australian Credit Licence 238098) ("Citi") and has appointed Citi to assist to administer the Credit Cards. Suncorp Bank will not guarantee or otherwise support NAB's obligations under the contracts or agreements connected with the Credit Cards (other than those relating to Suncorp Internet Banking and Suncorp Telephone Banking). Our/us/we means NAB unless the context otherwise requires it.

# Summary of Key Credit Card Terms — Business Cards



# 1 Introduction

This is a summary of the key terms of the Credit Card Terms and Conditions for the Suncorp Clear Options business cards (**Terms and Conditions**). It summarises some important features of your Credit Card, and highlights key things you need to understand before you enter into your Credit Card agreement.

If you are not a business card customer, the National Credit Code will apply to your card. This summary does not reflect all National Credit Code provisions.

You still need to carefully review the Credit Card Terms and Conditions and the pre-contractual statement document (including the Borrower Information Table) which make up the Credit Card agreement and set out its terms.

Different terms may apply to you depending on whether you are a “small business” under the Banking Code of Practice. In particular, the events of default and the steps we may take on default are different. For a definition of “small business”, please refer to the website of Australian Banking Association: [www.ausbanking.org.au](http://www.ausbanking.org.au).

You can request information about your credit card (including current interest rates and repayment amounts) at any time.

You should also consider whether you want to get your own financial, tax and legal advice before entering into your Credit Card agreement.

## 2 Key General Terms

### 2.1 Activation

You must activate your Credit Card account before it can be used. You do this by calling us or using Suncorp Internet Banking. By activating or using your card you agree to be bound by the terms of your Credit Card agreement including the Credit Card Terms and Conditions.

### 2.2 Additional cardholders

We may agree to additional card holders. Additional card holders will get a separate card with its own PIN, and access to account details and transaction history.

Additional card holders cannot request limit increases. You are generally responsible for any transactions and other account use by an additional cardholder, and must make sure additional cardholders comply with the Terms and Conditions.

### 2.3 Use and limits

With your account you can make payments by using the card in store or on-line, arrange balance transfers, pay through BPAY using Suncorp Telephone Banking or Suncorp Internet Banking, and set up recurring card instructions. You can also get cash from ATMs. You are responsible for all transactions on your account.

The account will have an account credit limit and individual card spend limits.

The available credit on each card will be reset to the relevant card spend limit at the beginning of each statement period.

You may use your account up to your credit limit. Any overlimit amount must be repaid immediately. We can reduce your credit limit at any time, we will notify you in writing as soon as reasonably practicable.

Daily, weekly and other maximum limits may also apply. There is also a cash advance limit, which is set out in your Borrower Information Table.

You may not use a card for gambling, unlawful activities, to invest in shares, other financial products, crypto currency related transactions or for business purposes unless the account is a designated business account.

### 2.4 Foreign currency transactions

If you use the card for a foreign currency transaction, you will be charged in A\$. Transactions may be converted into US\$ before final conversion into A\$. Conversion rates are determined by the relevant Card scheme. An International Transaction Fee also applies, as set out in the borrower information table.

### 2.5 Statements and Payments

We will generally send you a monthly statement. You must pay the minimum payment due by each payment due date. Your statement will tell you how to do this. You must pay

overdue and overlimit amounts immediately. Your failure to do so may mean that we can exercise our rights that arise under the Terms and Conditions when you are in default (see below and the Terms and Conditions for more information).

### 2.6 Defaults

Your account will be in default if:

- you fail to pay an amount due by its due date; or
- we reasonably believe that:
  - there has been fraud or misrepresentation in relation to the approval or operation of your account;
  - you have not complied with the law;
  - it becomes unlawful for you or us to continue with this agreement;
  - you or an additional cardholder have breached any of the Terms and Conditions; including because:
    - the account is used for a purpose not approved by us, such as gambling, or any other purpose we may tell you from time to time; or
    - if you are a small business, you use the account for a purpose not approved by us.

If there is a default, we can close or suspend your account, and require you to pay the outstanding balance. The Credit Card Terms and Conditions set out when we may give you notice of this, and other restrictions that may apply (particularly if you are a small business).

### 2.7 Other account closure

We may, acting reasonably, close your account at any time on 30 days notice. We may, at our discretion, close or suspend your account in other situations, which are set out in the Credit Card Terms and Conditions. For example, these include when your account has not been used, when there has been a security breach, or when we reasonably believe there may be a breach of law. Where it is reasonably necessary for us to act quickly, we may not always give you notice. If we do not give you notice before we take the action, we will notify you as soon as possible afterwards.

We may decide not to process any transaction on reasonable grounds, including if we reasonably suspect a potential breach of law or the Credit Card agreement.