



Terms of the Visa Credit Card Conditions of Use

Effective – 1 January 2019

To ensure that our terms and conditions remain accurate, clear and unambiguous to our customers we have made some changes to our *Visa Credit Card Conditions of Use*. Copies can be found on our website www.hunterunited.com.au, from any of our branches or by calling (02) 4941 3888. The changes are explained below:

Relevant Section:	Old reference:	New reference:
Entire Document		<i>Reformatted document, renumbered sections and therefore corresponding section references within document.</i>
1 – About these Terms and Conditions	<p><u>Important Note</u></p> <p>This document does not contain all the terms of your Credit Contract or all of the pre-contractual information Hunter United is required by law to give you before this Credit Contract is made. Further terms and conditions are in the Credit Card Schedule that Hunter United sent you when it approved your credit card application. Together, the Credit Card Schedule and these Conditions of Use form your Credit Contract. It is important that you read these documents carefully and retain them for future reference.</p>	<p>These Visa Credit Card Conditions of Use ('Conditions of Use') apply to your use of the Hunter United Employees' Credit Union Ltd ('Hunter United') Visa Credit Card account.</p> <p>This document does not contain all the terms of your Credit Contract or all of the pre-contractual information Hunter United is required by law to give you before the this Credit Contract is made. These Visa Credit Card Conditions of Use should be read carefully and form part of your Credit Contract along with the:</p> <ul style="list-style-type: none"> • Credit Card Schedule and Terms of the Continuing Credit Contract that Hunter United sent you when it approved your credit card application.; • Account Access Terms and Conditions; • Fees and Charges – Loans and Credit brochure; and • Interest rate brochure that relates to your account. <p>It is important that you read these documents carefully and retain them for future reference. Copies of these documents (excluding your Credit Card Schedule) are available on our website www.hunterunited.com.au, from any of our branches or by calling (02) 4941 3888.</p> <p><i>To clarify the documents that form part of a customer's Credit Contract.</i></p>
12 (f) – Credit Limit	<p>Section 9 - Credit Limit</p> <p>Hunter United may only invite you to increase your Credit Limit if you have consented to receive Credit Limit increase invitations.</p>	<p>Deleted</p> <p><i>To clarify that Hunter United will no longer invite a customer to increase their credit limit in any circumstances.</i></p>
12 – Credit Limit	<p>Section 9 - Credit Limit</p> <p>You can request that Hunter United reduce your Credit Limit at any time by contacting Hunter United.</p>	<p>Section 12(g) –</p> <p>You can request that Hunter United reduce your Credit Limit at any time online or by otherwise contacting Hunter United.</p> <p><i>To clarify that a customer can now request to reduce their credit limit online.</i></p>
17- Cancelling your card or card account	<p>Section 14 – Cancelling your card or card account</p> <p>You may cancel your Card Account at any time by giving Hunter United notice in writing or telephoning Uniter United.</p>	<p>Section 17(b) –</p> <p>You may cancel your Card Account at any time online, by giving Hunter United notice in writing or telephoning Uniter United.</p> <p><i>To clarify that a customer can now request to cancel their credit card online.</i></p>

Relevant Section:	Old reference:	New reference:
21 – Resolving Errors on Accounts	<p>Section 18 – Resolving Errors on Account Statements</p> <p>Hunter United’s external dispute resolution provider is the Financial Ombudsman Service and can be contacted at 1300 780808.</p>	<p>Section 21 (i) - Hunter United’s external dispute resolution provider is the Australian Financial Complaints Authority and can be contacted at 1800 931 678.</p> <p><i>This reflects the industry wide change to the new Australian Financial Complaints Authority.</i></p>
21 – Resolving Errors on Accounts	<p>Section 18 – Resolving Errors on Account Statements</p> <p>Hunter United has the ability to investigate disputed transactions which occur on your Visa Credit Card. The Visa scheme has a dispute resolution process that is contained in Visa’s operating rules. The process sets out specific circumstances and timeframes in which a member of the scheme (for example, Hunter United, a bank or other financial institution) can claim a refund in connection with a disputed transaction on a cardholder’s behalf. This right is referred to as a “chargeback right”. Accordingly, Hunter United’s ability to investigate a disputed transaction on your behalf is limited to the time frames imposed pursuant to the Visa scheme rules. The timeframes vary between 75 days and 120 days so it is important that you notify Hunter United as soon as you become aware of a disputed transaction.</p>	<p>Section 21(o) – Hunter United has the ability to investigate disputed transactions which occur on your Visa Credit Card. The Visa scheme has a dispute resolution process that is contained in Visa’s operating rules. The process sets out specific circumstances and timeframes in which a member of the scheme (for example, Hunter United, a bank or other financial institution) can reverse a disputed transaction on a cardholder’s behalf. This right is referred to as a “chargeback right”. The timeframes can vary between 75 days and 120 days and in some cases where the ePayments Code applies, the time limits may not apply. It is important that you notify Hunter United as soon as you become aware of a disputed transaction.</p> <p><i>To clarify that the Visa chargeback time limits may not apply if the ePayments Code applies.</i></p>
25 – Interest Charges	<p>Section 22.3 - <u>Non-Cash Advances</u></p> <p>For Non-Cash Advances</p> <p>(i) where the transaction date and the posting date fall within the same statement period, interest is calculated on the value of the Transaction from and including the individual transaction date until paid in full, after allowing for any interest free days; and</p> <p>(ii) where the transaction date falls in one statement period and the posting date falls within a later statement period, interest is calculated on the value of the Transaction from and including the first day of the statement period that contains the posting date until paid in full, allowing for any interest free days.</p> <p>The Annual Percentage Rate that applies to Non-Cash Advances is shown in the Credit Card Schedule.</p>	<p>(c) <i>Non-Cash Advances</i></p> <p>For Non-Cash Advances</p> <p>(i) where the transaction date and the posting date fall within the same statement period, interest is calculated on the unpaid value of the Transaction from and including the individual transaction date until paid in full, after allowing for any interest free days; and</p> <p>(ii) where the transaction date falls in one statement period and the posting date falls within a later statement period, interest is calculated on the unpaid value of the Transaction from and including the first day of the statement period that contains the posting date until paid in full, after allowing for any interest free days.</p> <p>The Annual Percentage Rate that applies to Non-Cash Advances is shown in the Credit Card Schedule.</p> <p><i>To clarify the interest calculation method for Non-Cash advances</i></p>

Relevant Section:	Old reference:	New reference:
25 – Interest Charges	<p>Section 22.6 - <u>Calculation of Interest Charges</u></p> <p>The interest charges on:</p> <ul style="list-style-type: none"> (i) Cash Advances; (ii) Non-Cash Advances (not receiving the benefit of any interest-free period); (iii) any Transactions where a Balance Transfer Offer or Special Promotion applies, <p>are calculated daily, by applying the Daily Percentage Rate separately to the Unpaid Daily Balances of Cash Advances, Non-Cash Advances and any Transactions where a Balance Transfer Offer or Special Promotion applies.</p> <p>The total amount of interest charges debited to the Card Account balance (which will increase the balance owing) is the sum of the interest charges on:</p> <ul style="list-style-type: none"> (i) Cash Advances; (ii) Non-Cash Advances; and (iii) any Transactions where a Balance Transfer Offer or Special Promotion applies, <p>for the number of days in the statement period and may include adjustments relating to prior statement periods. All interest charges for the relevant statement period will be debited from the Card Account balance (which will increase the balance owing) on the last day of the relevant statement period.</p>	<p>(f) <u>Calculation of Interest Charges</u></p> <p>The interest charges on:</p> <ul style="list-style-type: none"> (i) Cash Advances; (ii) Non-Cash Advances (not receiving the benefit of any interest-free period); (iii) any Transactions where a Balance Transfer offer or Special Promotion applies, <p>are calculated daily, by applying the Daily Percentage Rate separately to the Unpaid Daily Balances of Cash Advances, Non-Cash Advances (not receiving the benefit of any interest-free period) and any Transactions where a Balance Transfer offer or Special Promotion applies.</p> <p>The total amount of interest charges debited to the Card Account balance (which will increase the balance owing) is the sum of the interest charges on:</p> <ul style="list-style-type: none"> (i) Cash Advances; (ii) Non-Cash Advances (not receiving the benefit of any interest-free period); and (iii) any Transactions where a Balance Transfer offer or Special Promotion applies, <p>for the number of days in the statement period and may include adjustments relating to prior statement periods. All interest charges for the relevant statement period will be debited from the Card Account balance (which will increase the balance owing) on the last day of the relevant statement period.</p> <p><i>To clarify the interest calculation method for Non-Cash advances</i></p>
27 - Payments	<p>Section 24.2 (5)</p> <p>After the interest free period expires, any outstanding balance (which may include a portion of the Purchase that has not been repaid to you) bears interest from the date your Card Account last had a debit balance (i.e monies remain owing to Hunter United) at the Annual Percentage Rate and is repayable in accordance with the terms of this Credit Contract .</p>	<p>Deleted</p> <p><i>To clarify how the interest free period on purchases applies.</i></p>
27 - Payments	<p>Section 24.3</p> <p>Hunter United will apply payments starting with the transactions attracting the highest interest and then proceeding to transactions at the next lower rate, and so on, until the balance is paid in full.</p>	<p>(c) <u>How Hunter United applies your payments</u></p> <p>Hunter United will apply payments to the closing balance in the latest statement starting with transactions attracting the highest interest and then proceeding to transactions at the next lower rate, and so on, until the closing balance in the latest statement is paid in full. If your payment exceeds the closing balance in the latest statement, we will apply the payment in excess of the closing balance to transactions in the current statement cycle attracting the highest interest and then proceeding to transactions at the next lower rate, and so on.</p> <p><i>To accurately document how we apply payments received. There has been no change to procedure.</i></p>

Relevant Section:	Old reference:	New reference:
33- Definitions	<p>Section 30 –</p> <p>Credit Contract means the agreement between you and Hunter United for the provision of your Visa Credit Card (and any associated facilities that you receive or request from Hunter United, such as internet and telephone banking facilities, direct entry facilities and BPAY facilities). Your Credit Contract consists of these Conditions of Use and the Credit Card Schedule.</p>	<p>Credit Contract means the agreement between you and Hunter United for the provision of your Visa Credit Card (and any associated facilities that you receive or request from Hunter United, such as internet and telephone banking facilities, direct entry facilities and BPAY facilities). Your Credit Contract consists of these Conditions of Use, the Credit Card Schedule, and Terms of the Continuing Credit Contract that Hunter United sent you when it approved your credit card application, Account Access Terms and Conditions, Fees and Charges – Loans and Credit brochure, and Interest rate brochure that relates to your account.</p> <p><i>To clarify the documents that form part of a customer's Credit Contract.</i></p>
35 – Things you should know about your proposed credit contracts	<p>Information Statement (9) – Is there anything I can do if I think that my contract is unjust?</p> <p>If that is not successful, you may contact your credit provider's external dispute resolution scheme. External dispute resolution is a free service established to provide you with an independent mechanism to resolve specific complaints. Hunter United's external dispute resolution provider is the Financial Ombudsman Service and can be contacted at 1300 780808.</p>	<p>9. Is there anything I can do if I think that my contract is unjust?</p> <p>If that is not successful, you may contact the AFCA scheme. The AFCA scheme is a free service established to provide you with an independent mechanism to resolve specific complaints. The AFCA scheme can be contacted at 1800 931 678, www.afca.org.au, GPO Box 3 Melbourne VIC 3001.</p> <p><i>This reflects the industry wide change to the new Australian Financial Complaints Authority.</i></p>
35 – Things you should know about your proposed credit contracts	<p>Information Statement (13) – Do I have any other rights and obligations?</p> <p>EXTERNAL DISPUTE RESOLUTION IS A FREE SERVICE ESTABLISHED TO PROVIDE YOU WITH AN INDEPENDENT MECHANISM TO RESOLVE SPECIFIC COMPLAINTS. YOUR CREDIT PROVIDER'S EXTERNAL DISPUTE RESOLUTION PROVIDER IS FINANCIAL OMBUDSMAN SERVICE AND CAN BE CONTACTED AT 1300 780808. EMAIL POST TO :- Financial Ombudsman Service Limited GPO Box 3 Melbourne VIC 3001 (Australia)</p>	<p>13. Do I have any other rights and obligations?</p> <p>THE AFCA SCHEME IS A FREE SERVICE ESTABLISHED TO PROVIDE YOU WITH AN INDEPENDENT MECHANISM TO RESOLVE SPECIFIC COMPLAINTS. THE AFCA SCHEME CAN BE CONTACTED AT 1800 931 678, WWW.AFCA.ORG.AU, GPO BOX 3 MELBOURNE VIC 3001.</p> <p><i>This reflects the industry wide change to the new Australian Financial Complaints Authority.</i></p>