

# Australia Post Travel Platinum Mastercard<sup>®</sup> Financial Services Guide

Preparation date: 1 March 2023.

## About this Financial Services Guide

This Financial Services Guide (FSG) is provided by Australian Postal Corporation (ABN 28 864 970 579, AR No. 338646) (Australia Post) and Australia Post Services (ABN 67 002 599 340, AFSL 457551) (Australia Post Services) (together us, our or we). Australia Post is the distributor of the Australia Post Travel Platinum Mastercard<sup>®</sup> (Card) and is an Authorised Representative of Australia Post Services.

The purpose of this FSG is to assist you in deciding whether to use any of the financial services described in this FSG, and to inform you about how we provide financial services in respect of the Card. It contains information about:

- How you can contact us;
- What financial services we are authorised to provide;
- How we and other relevant parties are paid in relation to the services offered; and
- What to do if you have a complaint.

### Other documents you may receive

If you decide to purchase the Card you will also receive a Product Disclosure Statement (PDS). The purpose of the PDS is to assist you in making an informed decision about the Card. It contains important information about the features, benefits, risks and terms and conditions of the Card.

### How you can contact us

You can contact Australia Post and Australia Post Services by:

<b>Phone:</b>	13 POST (13 7678) +61 3 8847 9045 (from outside Australia)
<b>Mail:</b>	Australia Post PO Box 24133, Melbourne VIC 3001
<b>Website:</b>	<a href="http://auspost.com.au">auspost.com.au</a>

### What financial services we are authorised to provide

Australia Post Services and Australia Post (on behalf of Australia Post Services) are authorised to provide financial services in relation to the Card. We are authorised to arrange the issue, variation and disposal of the Card.

Any advice provided by us in relation to the Card (for example, in marketing or website material) is limited to general advice only. This means it has been prepared without taking into account your personal objectives, financial situation or needs. We are not authorised to provide personal advice.

### Compensation arrangements

Australia Post acts on behalf of Australia Post Services. Australia Post Services is responsible for the financial services described in this FSG. Australia Post Services has professional indemnity insurance cover and other internal arrangements in place in respect of financial services provided to retail clients.

These arrangements comply with the requirements of Section 912B of the Corporations Act 2001.

### How Australia Post is remunerated

Australia Post is remunerated by Mastercard Prepaid Management Services Australia Pty Ltd (Mastercard Prepaid) for the sale and promotion of the Card.

Australia Post may earn the following amounts:

Up to 0.5% of loads/reloads	Payable each time an amount is loaded or reloaded onto a Card purchased via Australia Post in an AUD purse.
65% foreign exchange revenue share	Payable on foreign exchange revenue earned by Mastercard® on load and reload values and purse to purse (AUD to FX) transaction values.
AUD 9.50	Payable each time an identification service relating to a Card customer is performed.
AUD 7.50	Payable each time a Card balance withdrawal request is performed.
1% of BPAY loads commission	Payable on all values loaded and reloaded on a Card via the BPAY channel.

Australia Post may also earn the following amounts from Mastercard Prepaid in respect of the sale and promotion of the Card:

Incentive payments	Payable as a percentage of amounts loaded or reloaded onto the Card in excess of agreed threshold levels if the aggregate amount loaded or reloaded exceeds threshold levels over certain periods.
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You may request further information about these amounts by contacting Australia Post before you purchase the Card.

Australia Post does not receive remuneration from Heritage and People's Choice Limited trading as Heritage Bank (Heritage Bank), the card issuer, in respect of the Card.

### How Heritage Bank is remunerated

Mastercard Prepaid pays Heritage Bank a margin of 0.65% in respect of the non-AUD balances retained by Heritage Bank in various currencies for settlement of cardholder transactions with Mastercard®.

Heritage Bank does not receive remuneration or other benefits from Australia Post in respect of the Card. For more information please contact Heritage Bank.

### How Mastercard Prepaid is remunerated

Mastercard Prepaid does not expect to receive remuneration or other benefits from Australia Post in respect of the Card, however Mastercard Prepaid may receive payments from Australia Post if a target aggregate load threshold is not met.

For more information please contact Mastercard Prepaid.

### What you should do if you have a complaint

You should address any complaints relating to the Card to Heritage Bank. If you have a dispute about the services provided by us, you should contact Australia Post by:

**Phone:** 13 POST (13 7678)  
+61 3 8847 9045 (from outside Australia)  
**Mail:** Australia Post  
PO Box 24133, Melbourne VIC 3001  
**Website:** [auspost.com.au](http://auspost.com.au)

We aim to resolve most complaints within 10 working days. If we are unable to resolve your complaint to your satisfaction within 45 days, you may be eligible to escalate the complaint to our external dispute resolution service.

Australia Post Services uses the services of the Australian Financial Complaints Authority (AFCA) for external dispute resolution and their contact details are as follows:

**Mail:** GPO Box 3, Melbourne VIC 3001  
**Phone:** 1800 931 678  
**Fax:** 03 9613 6399  
**Website:** [www.afca.org.au](http://www.afca.org.au)  
**Email:** [info@afca.org.au](mailto:info@afca.org.au)

Please note that AFCA will refer your complaint back to Australia Post Services if it has not been investigated.