



**Bank of  
Melbourne**

Here to get you there

# **Corporate MasterCard®**

Principal Terms

1 June 2015

# Corporate MasterCard® Facility Principal Terms

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## **About this document:**

This document contains some, but not all, of the terms of your Corporate MasterCard® Facility (“Facility”). Further terms are in the Letter of Offer and the Conditions of Use.

## **In this document:**

**“Conditions of Use”** means the Conditions of Use referred to in the Letter of Offer.

**“we” or “us” or “Bank of Melbourne” or “the Bank”** means Bank of Melbourne - A Division of Westpac Banking Corporation ABN 33 007 457 141 AFSL and Australian credit licence 233714.

**“Westpac Group”** means Westpac Banking Corporation ABN 33 007 457 141 AFSL 233714 ACL 233714 and its related bodies corporate.

**“you”** means the person named in the Letter of Offer for a Corporate MasterCard® Facility as the **“Principal”**. If there are more than one, you means each of them separately and every two or more of them jointly. You includes your successors and assigns.

# Corporate MasterCard®

## Principal Terms

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## 1 About the Facility

The Facility is provided on the following conditions:

- (a) a card will be issued at your request to each person (“**cardholder**”) nominated by you as your agent for the purpose of operating on a card account;
- (b) you authorise us to make any enquiries necessary concerning your credit from any source in determining whether or not to offer the facility;
- (c) a card will be issued only following your written request. Each request must specify the card limit required for each card requested. The card limit, when added to the card limit applicable to all other card(s) issued pursuant to the facility, must not exceed the facility limit applicable to the facility;
- (d) each card issued is subject to the Conditions of Use (as varied from time to time). You are liable for any non-observance of the Conditions of Use on the part of the **cardholder**;
- (e) the initial facility limit is set out in the Letter of Offer;
- (f) the sum of the balance owing on the card account of all card accounts operated under the facility must not exceed the facility limit without our prior approval. If it does, the excess is repayable by you to us on demand;
- (g) the Conditions of Use sets out the terms relating to varying the facility limit or a card limit;
- (h) you are liable for all credit extended by us on a card account arising from any use of any card by any **cardholder**;
- (i) you consent to us giving to a cardholder statements and other information relating to the card account applicable to that cardholder;
- (j) we may change these Principal Terms or the Conditions of Use from time to time. If we do we will notify you in accordance with the process for notifying change set out in the Conditions of Use.

## 2 Insurance

The liability (unauthorised use) and Transit Accident insurance cover (from QBE Insurance (Australia) Limited) is automatically provided to you. The terms of the policies for this cover are as follows:

- (a) Schedule 1 sets out the Liability (unauthorised use) terms;
- (b) Schedule 2 sets out the Transit Accident terms.

# Schedule 1

## Liability (unauthorised use) Insurance

This cover is available under policy no. BM01000008-00 issued to Westpac Banking Corporation ABN 33 007457141, AFSL and Australian credit licence 233714 of 275 Kent Street, Sydney, NSW ("Westpac") by QBE Insurance (Australia) Limited ("QBE"), ABN 78 003 191 035 AFS Licence No. 239545 of 2 Park Street, Sydney NSW 2000. Bank of Melbourne ("Bank of Melbourne") is a Division of Westpac Banking Corporation.

As outlined in this policy this cover protects **accountholders** against **unauthorised transactions** made by their **cardholders** after 1 June 2015.

This cover is automatically provided to you but you are not obliged to take the benefit of it. However, if an **accountholder** wishes to make a claim under this policy, the **accountholder** will be bound by provisions of this policy. Therefore please read this document carefully and keep it in a safe place. Please also keep detailed particulars and proof of any loss, including a copy of the relevant **Bank of Melbourne Corporate Card** account statement(s) detailing the **unauthorised transaction(s)**.

Bank of Melbourne is not the underwriter of this cover and neither Bank of Melbourne nor any of its related corporations, guarantees any of the benefits under this policy. This cover is provided at no additional cost to the **accountholder** and Bank of Melbourne does not receive any commission or remuneration from QBE in relation to this policy.

Bank of Melbourne may terminate this cover by providing written notification to **accountholders**. Purchases made in accordance with this policy before this notification is given will be covered under this policy. Purchases made after this notification is given will not be eligible for cover under this policy.

## Definitions

For the purpose of this policy:

**accountholder** means any Bank of Melbourne customer being a business entity or corporation, who has entered into a **Bank of Melbourne Corporate Card** facility with Bank of Melbourne.

**act of terrorism** means an act, including but not limited to the use of force or violence and/or the threat thereof, of any person or group(s) of persons, whether acting alone or on behalf of or in connection with any organisation(s) or government(s), which from its nature or context is done for, or in connection with, political, religious, ideological or similar purposes or reasons, including the intention to influence any government and/or to put the public, or any section of the public, in fear.

**A\$** means Australian Dollars

**cardholder** means a person (being an Australian resident) whom Bank of Melbourne, at the request of the **accountholder** has issued with a **Bank of Melbourne Corporate Card**.

**Bank of Melbourne Corporate Card** means a Bank of Melbourne Corporate MasterCard® credit card which at the request of the **accountholder** has been issued to a **cardholder** and authorised for worldwide use.

**unauthorised transaction** means a **Bank of Melbourne Corporate Card** transaction, which has been processed to the account of the **accountholder** but was not authorised in any way by the **accountholder** and/or was outside the **cardholder's** authority to transact.

## **1 Terms and Conditions**

- 1.1 The **accountholder** shall instruct its **cardholders** in writing of the limits of their authority in using their **Bank of Melbourne Corporate Card** for authorised transactions.
- 1.2 The **accountholder** shall take all reasonable steps to recover from the **cardholder** all **unauthorised transaction** amounts transacted by the **cardholder**. In addition, the **accountholder** shall utilise, where legally possible, any monies held for, or on behalf of, the **cardholder** so as to avoid or reduce any loss through **unauthorised transactions** to the maximum extent permitted by law.
- 1.3 When:
  - the **accountholder** no longer wishes a cardholder to use the **Bank of Melbourne Corporate Card**, or
  - the **cardholder's** employment is terminated, or
  - the **accountholder** becomes aware or should have become aware that **unauthorised transaction** amounts had been incurred or were likely to be incurred by the **cardholder**,

the **accountholder** must, if possible, immediately obtain the **Bank of Melbourne Corporate Card** from the cardholder, cut it in half and return it to Bank of Melbourne.

On the same day the **accountholder** is required to direct Bank of Melbourne to cancel the **cardholder's Bank of Melbourne Corporate Card**. This direction is preferably to be made by telephone or facsimile or by any other electronic device, which may be approved by **Bank of Melbourne** in the future.

- 1.4 If the **accountholder** is unable to recover the **cardholder's Bank of Melbourne Corporate Card**, the "Notification of Claim" form shall be accompanied by a copy of the letter sent to the **cardholder** advising that the **cardholder** is no longer authorised to use the **Bank of Melbourne Corporate Card**. Copies of the "Notification of Claim" and notice to the **cardholder** (if applicable) shall be forwarded by Bank of Melbourne to our insurance broker who will contact QBE.
- 1.5 QBE's liability to pay claims is limited in any twelve months to **A\$20,000** per individual **cardholder** up to a maximum of **A\$150,000** per **accountholder**.
- 1.6 QBE shall not be liable under this policy for:
  - any loss caused by or resulting from any **act of terrorism**;
  - any indirect losses or consequential liability of any kind other than **unauthorised transaction** amounts as defined in this policy;
  - any **unauthorised transactions** incurred by a Director, Partner, Principal or Owner of the **accountholder** or any family members of the said Directors, Partners, Principal or Owners;
  - any **unauthorised transactions** incurred before 1 June 2015.
- 1.7 In the event of a claim the **accountholder** must give to QBE all necessary information and assistance they may reasonably require to institute proceedings against other parties for the purpose of enforcing any rights or remedies to which they shall or would become entitled or subrogated upon their making payment or making good any loss or damage under this policy.
- 1.8 When the **accountholder** becomes aware of any **unauthorised transaction** they must report the matter to the police and press charges against the **cardholder** who performed the **unauthorised transaction**.

## 2 Claims Procedures

2.1 QBE does not hold or collect information about **cardholders** until a claim is made. QBE, however, will need personal information about the **cardholder** to assess any claim. QBE will, in relevant cases, disclose the personal information to any member of the Westpac Group, QBE's service providers and business partners.

If the **cardholder** does not provide the requested information, the assessment of the claim may be delayed or QBE may not accept the claim. In most cases, QBE will give the **cardholder** access to their personal information on request.

2.2 In the event of learning of an occurrence likely to result in a claim, the **accountholder** must:

- immediately advise Bank of Melbourne, preferably by phone, and on the same day complete and send to Bank of Melbourne the "Notification of Claim" form - see Appendix "A". Copies of the "Notification of Claim" and a copy of the letter to the **cardholder** (if applicable) shall be forwarded by Bank of Melbourne to our insurance broker who will contact QBE.

On receipt of a "Notification of Claim" and letter to the **cardholder** (if applicable) QBE will send the accountholder a claim form. The completed claim form, together with a copy of the police report and a copy of the relevant **Bank of Melbourne Corporate Card** account statement(s) detailing the **unauthorised transaction(s)** are to be returned by the **accountholder** to QBE within 30 days of receipt of the claim form from QBE.

Note: Failure to report the potential claim and complete and return the claim form (if required) within the time stated above may result in denial of the claim.

- give to QBE all necessary information and assistance they may reasonably require to institute proceedings against other parties for the purpose of enforcing any rights or remedies to which they shall or would become entitled or subrogated upon their making payment or making good any loss or damage under this policy.

### General Insurance Code of Practice

QBE is a signatory to the General Insurance Code of Practice. The Code aims to:

- promote more informed relations between insurers and their customers;



- improve consumer confidence in the general insurance industry;
- provide better mechanisms for the resolution of complaints and disputes between insurers and their customers; and
- commit insurers and the professionals they rely upon to higher standards of customer service.

Find out more about the code from:  
[www.codeofpractice.com.au](http://www.codeofpractice.com.au)

## **Privacy**

All companies in the QBE Group are committed to safeguarding your privacy and the confidentiality of your personal information. QBE collects only that personal information from or about you for the purpose of assessing your application for insurance and administering your insurance policy, including any claim made by you. QBE will only use and disclose your personal information for a purpose you would reasonably expect. QBE will request your consent for any other purpose.

Without this personal information QBE may not be able to issue insurance cover, administer your insurance or process your claim. QBE's aim is to always have accurate and up-to-date information. You should contact QBE if the information is not correct.

QBE uses the services of a related company located in the Philippines to provide Call Centre sales and claims handling, accounting and administration services to QBE in Australia.

QBE or QBE's authorised agent may collect or disclose your personal information from or to:

- any person authorised by you;
- mail house, records management company or technology services provider (for printing and/or delivery of mail and email, including secure storage and management of QBE's records). These companies may be located or the records stored using 'Cloud' technology overseas, including in India, Ireland, USA or the Netherlands;
- an organisation that provides you with banking facilities (for the purpose of arranging direct debit or other payment transactions or confirming payments made by you to QBE);
- a financial services provider or QBE agent who is arranging your insurance (for the purpose of confirming your personal and insurance details);

- another person named as a co-insured on your policy (for the purpose of confirming if full disclosure has been made to QBE);
- another insurer (to obtain confirmation of your no claim bonus or to assess insurance risks or to assist with an investigation);
- QBE's reinsurer that may be located overseas (for the purpose of seeking recovery from them);
- a dispute resolution organisation such as the Financial Ombudsman Service (for the purpose of resolving disputes between QBE and you or between QBE and a third party);
- a company to conduct surveys on QBE's behalf for the purpose of improved customer services; and
- an insurance reference bureau (to record any claims you may make upon QBE).

In addition to the above, in the event of a claim, QBE or QBE's authorised agent may disclose your personal information:

- to a repairer or supplier (for the purpose of repairing or replacing your insured items);
- to an investigator, assessor (for the purpose of investigating or assessing your claim);
- to a lawyer or recovery agent (for the purpose of defending an action by a third party against you or recovering QBE's costs including your excess or seeking a legal opinion regarding the acceptance of a claim);
- to a witness to a claim (for the purpose of obtaining a witness statement);
- to another party to a claim (for the purpose of obtaining a statement from them or seeking recovery from them or to defend an action by a third party).
- Personal information (about you) may also be obtained from the above people or organisations.

In addition QBE will:

- give you the opportunity to find out what personal information QBE hold about you and when necessary, correct any errors in this information. Generally QBE will do this without restriction or charge; and
- provide QBE's dispute resolution procedures to you, should you wish to complain about how QBE handle your personal information.

To obtain further information about QBE's Privacy Policy, to request access to or correct your personal information, or to make a complaint please email: [complaints@qbe.com](mailto:complaints@qbe.com).

# Appendix “A”

(To be presented on your company’s letterhead)

## Bank of Melbourne Corporate Card Notification of Claim

The Manager  
Group Card Services  
Bank of Melbourne  
GPO Box 1966,  
Melbourne VIC 3001

Bank of Melbourne Corporate MasterCard®

MasterCard® Number:

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Name of **cardholder**:

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Address of **cardholder** (*Home*):

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Postcode

Address of **cardholder** (*Business*):

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Postcode

We wish to lodge a claim in respect of an **unauthorised transaction** and request a claim form to be sent to this office. In terms of the conditions applying to such a claim we hereby request and authorise you to cancel the **Bank of Melbourne Corporate Card** number specified above.

The police have been notified of this matter and a copy of the police report is attached.

*(please tick the appropriate box below)*

- The **Bank of Melbourne Corporate Card** has been cut in half and destroyed by us.
- The **Bank of Melbourne Corporate Card** has been previously returned to you.
- The **Bank of Melbourne Corporate Card** is still in the possession of the **cardholder** and accordingly, we have notified the **cardholder** that he/she is no longer authorised to use the **Bank of Melbourne Corporate Card** (copy of letter attached).

Signed for and on behalf of *(Name of accountholder)*

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*(signature of authorised officer of the accountholder)*

Date:       /      /

## Schedule 2

### Transit Accident Insurance

This cover is available under policy no. BM01000004-00 issued to Westpac Banking Corporation ABN 33 007457141, AFSL and Australian credit licence 233714 of 275 Kent Street, Sydney, NSW (“Westpac”) by QBE Insurance (Australia) Limited (“QBE”), ABN 78 003 191 035 AFS Licence No. 239545 of 2 Park Street, Sydney NSW 2000. Bank of Melbourne (“Bank of Melbourne”) is a Division of Westpac Banking Corporation.

Transit **Accident** Cover is a benefit offered to Bank of Melbourne Corporate Connections MasterCard® **cardholders**. This cover provides certain accidental death and injury cover for **cardholders** who sustain an **injury** while riding as a passenger in (not as a pilot, driver or crew member), or boarding or alighting a plane, tourist bus, train or ferry as outlined in this policy.

The cover provided is only available when, after 1 June 2015 but before the journey commenced, the cost of the journey was charged to the **cardholder’s Bank of Melbourne Corporate Card**.

There is no obligation to accept this cover. However, if a person wishes to make a claim under this policy, they will be bound by the provisions of this policy. Therefore please read this document carefully and keep it in a safe place. Please also keep detailed particulars and proof of any loss, including the credit card sales receipt and **Bank of Melbourne Corporate Card account** statement showing the purchase of the **trip**.

Bank of Melbourne is not the underwriter of this cover and neither Bank of Melbourne nor any of its related corporations, guarantees any of the benefits under this policy. This cover is provided at no additional cost to the **cardholder** and Bank of Melbourne does not receive any commission or remuneration from QBE for arranging this policy.

Bank of Melbourne may terminate this cover by providing written notification to **accountholders**. Purchases made in accordance with this policy before this notification is given will be covered under this policy. Purchases made after this notification is given will not be eligible for cover under this policy.

## Definitions

For the purposes of this cover:

**accident** means any sudden and unexpected physical force, which occurs on a **trip** and causes an **injury** that is described in the “Schedule of Benefits”.

**accountholder** means any Bank of Melbourne customer being a business entity or corporation, who has entered into a **Bank of Melbourne Corporate Card** facility with Bank of Melbourne.

**act of terrorism** means an act, including but not limited to the use of force or violence and/or the threat thereof, of any person or group(s) of persons, whether acting alone or on behalf of or in connection with any organisation(s) or government(s), which from its nature or context is done for, or in connection with, political, religious, ideological or similar purposes or reasons, including the intention to influence any government and/or to put the public, or any section of the public, in fear.

**A\$** means Australian Dollars

**cardholder** means a person (being an Australian resident) whom Bank of Melbourne, at the request of the **accountholder** has issued with a **Bank of Melbourne Corporate Card**.

**injury/injured** means loss of life or bodily injury (but not an illness or sickness);

- caused by an **accident** whilst this policy is in force, and
- resulting independently of any other cause.

Furthermore **injury** as used with reference to hand or foot means complete severance through or above the wrist for the hand or through or above the ankle joint for the foot and, as used with reference to eye, means permanent, irrecoverable loss of the entire sight of the eye.

**Bank of Melbourne Corporate Card** means a Bank of Melbourne Corporate MasterCard® credit card which at the request of the **accountholder** has been issued to a **cardholder** and authorised for worldwide use.

**trip** means a journey by the **cardholder** as a paying passenger (not as a pilot, driver, or crew member, etc.) in a licensed plane, tourist bus, train or ferry authorised pursuant to any statute, regulation, by-law or the equivalent thereof for the transportation of passengers for hire. Provided that before the journey commenced the cost of the journey was charged (after 1 June 2015) to the **Bank of Melbourne Corporate Card**.

## 1 Terms and Conditions

The benefits listed under the Schedule of Benefits will be paid if the **cardholder** suffers a loss as a result of an **injury** suffered under the circumstances specified in points 1.1, 1.2, 1.3, or 1.4 as follows:

- 1.1 The **injury** is sustained on a **trip** while riding as a passenger or boarding or alighting the plane, tourist bus, train or ferry.
- 1.2 The **injury** is sustained while riding as a passenger in (not as a pilot, driver or crew member), or boarding, or alighting from a licensed taxi or bus or hire vehicle authorised pursuant to any statute, regulation, by-law or the equivalent thereof for the transportation of passengers for hire. Provided the **cardholder** was travelling directly to or from an airport, tourist bus depot, railway station or dock, immediately preceding or following the scheduled **trip**.
- 1.3 When, by reason of an **accident** specified in 1.1 or 1.2 above, a **cardholder** is unavoidably exposed to the elements and, as a result of such exposure, suffers an injury for which indemnity is otherwise payable hereunder, the loss shall be covered under the terms of this policy.
- 1.4 If the body of the **cardholder** has not been found within one year of the date of his/her disappearance arising out of an **accident** which would give rise to a loss as specified in 1.1, 1.2 or 1.3 above, it will be presumed that the **cardholder** suffered loss of life as a result of bodily injury caused by the **accident** at the time of his/her disappearance.
- 1.5 A benefit payable under this policy will be paid to the **injured cardholder** or, in the event of their death the benefit will be paid to their legal representative(s).

## 2 Exclusions

This policy does not cover any loss, fatal or non-fatal, caused by or resulting from:

- suicide or self-destruction, or any attempt at suicide or self-destruction, whilst sane or insane;
- a hijack or war or war-like hostilities;
- any **act of terrorism**;
- radioactive contamination;
- consequential loss or damage, punitive damages;
- travel prior to 1 June 2015; or

- an intentional or illegal or criminal act of:
  - (a) the **cardholder**; or
  - (b) a person acting on behalf of the **cardholder**; or
  - (c) the **cardholder's** designated beneficiary, executor(s) or administrator(s) or legal heir(s) or personal legal representative(s).

### 3 Schedule of Benefits

When an **accident** results in any of the following **injuries** within one year after the date of the **accident**, QBE will pay the amount shown opposite the said **injury**.

If a **cardholder** sustains more than one **injury** resulting from one **accident**, only the Benefit Amount for the greater **injury** will be paid.

Injury	Benefit Amount
Loss of Life	A\$200,000
Both hands and/or both feet	A\$200,000
One hand in conjunction with one foot	A\$200,000
The entire sight of both eyes	A\$200,000
The entire sight of one eye in conjunction with one hand and/or one foot	A\$200,000
One hand or one foot	A\$100,000
The entire sight of one eye	A\$100,000
The most QBE will pay in claims under this policy, that result from one incident (e.g. a bus crash) is A\$600,000 regardless of the number of <b>cardholders injured</b> in the incident.	

This means that if as a result of one incident a number of **cardholders** were **injured**, QBE would pay each **cardholder** on a proportional basis (using the above schedule) up to a total of **A\$600,000**. Therefore if, say, 4 **cardholders** lost their lives in the same bus crash, QBE would pay **A\$150,000** to each of their legal representatives.



## 4 Claims

- 4.1 QBE does not hold or collect information about **cardholders** until a claim is made. QBE will, however, need personal information to assess any claim. QBE will, in relevant cases, disclose the personal information (other than sensitive information such as health information) to **Bank of Melbourne**, QBE's service providers and business partners. Where relevant to assess the claim, QBE will also disclose personal information including sensitive information such as health information to medical practitioners, other health professionals, reinsurers and legal representatives.
- 4.2 If the **cardholder** does not provide the requested information, the assessment of the claim may be delayed or QBE may not accept the claim. In most cases, QBE will give the **cardholder** access to their personal information on request.
- 4.3 In the event of learning of an occurrence likely to result in a claim being made the **cardholder** (or their legal representative) must:
- Contact QBE on 1800 091 710 within 30 days of learning of the occurrence likely to result in a claim. A written loss report may be required and if so, should be returned within 30 days of receiving the loss report.

*Note: Failure to report an event likely to result in a claim or to fully complete and return to QBE the loss report (if required) within the times stated above may result in denial of the claim.*

- At his or her expense, furnish all certificates, information and evidence reasonably required by QBE and they should be in such a form and of such a nature as QBE may reasonably prescribe. In the event of any claim being based on the death of a person, QBE may require that a post-mortem examination be conducted at its own expense.
- Give to QBE all necessary information and assistance they may reasonably require to institute proceedings against other parties for the purpose of enforcing any rights or remedies to which they shall or would become entitled or subrogated upon their making payment or making good any loss or damage under this policy.

## **General Insurance Code of Practice**

QBE is a signatory to the General Insurance Code of Practice. The Code aims to:

- promote more informed relations between insurers and their customers;
- improve consumer confidence in the general insurance industry;
- provide better mechanisms for the resolution of complaints and disputes between insurers and their customers; and
- commit insurers and the professionals they rely upon to higher standards of customer service.

Find out more about the code from:  
[www.codeofpractice.com.au](http://www.codeofpractice.com.au)

## **Privacy**

All companies in the QBE Group are committed to safeguarding your privacy and the confidentiality of your personal information. QBE collects only that personal information from or about you for the purpose of assessing your application for insurance and administering your insurance policy, including any claim made by you. QBE will only use and disclose your personal information for a purpose you would reasonably expect. QBE will request your consent for any other purpose.

Without this personal information QBE may not be able to issue insurance cover, administer your insurance or process your claim. QBE's aim is to always have accurate and up-to-date information. You should contact QBE if the information is not correct.

QBE uses the services of a related company located in the Philippines to provide Call Centre sales and claims handling, accounting and administration services to QBE in Australia.

QBE or QBE's authorised agent may collect or disclose your personal information from or to:

- any person authorised by you;
- mail house, records management company or technology services provider (for printing and/or delivery of mail and email, including secure storage and management of QBE's records). These companies may be located or the records stored using 'Cloud' technology overseas, including in India, Ireland, USA or the Netherlands;

- an organisation that provides you with banking facilities (for the purpose of arranging direct debit or other payment transactions or confirming payments made by you to QBE);
- a financial services provider or QBE agent who is arranging your insurance (for the purpose of confirming your personal and insurance details);
- another person named as a co-insured on your policy (for the purpose of confirming if full disclosure has been made to QBE);
- another insurer (to obtain confirmation of your no claim bonus or to assess insurance risks or to assist with an investigation);
- QBE's reinsurer that may be located overseas (for the purpose of seeking recovery from them);
- a dispute resolution organisation such as the Financial Ombudsman Service (for the purpose of resolving disputes between QBE and you or between QBE and a third party);
- a company to conduct surveys on QBE's behalf for the purpose of improved customer services; and
- an insurance reference bureau (to record any claims you may make upon QBE).

In addition to the above, in the event of a claim, QBE or QBE's authorised agent may disclose your personal information:

- to a repairer or supplier (for the purpose of repairing or replacing your insured items);
- to an investigator, assessor (for the purpose of investigating or assessing your claim);
- to a lawyer or recovery agent (for the purpose of defending an action by a third party against you or recovering QBE's costs including your excess or seeking a legal opinion regarding the acceptance of a claim);
- to a witness to a claim (for the purpose of obtaining a witness statement);
- to another party to a claim (for the purpose of obtaining a statement from them or seeking recovery from them or to defend an action by a third party).

Personal information (about you) may also be obtained from the above people or organisations.

In addition QBE will:

- give you the opportunity to find out what personal information QBE hold about you and when necessary, correct any errors in this information. Generally QBE will do this without restriction or charge; and
- provide QBE's dispute resolution procedures to you, should you wish to complain about how QBE handle your personal information.

To obtain further information about QBE's Privacy Policy, to request access to or correct your personal information, or to make a complaint please email: [complaints@qbe.com](mailto:complaints@qbe.com).

## **Resolving complaints and disputes**

QBE is committed to providing you with quality products and delivering the highest quality of service.

QBE also knows that sometimes there might be something about their products or service that you're not totally happy about.

### **Step 1 - Talk to QBE**

If there's something you want to talk to QBE about, or if you would like to make a complaint, QBE staff are there to work with you to try and resolve your issue.

If you're not happy with QBE's staff, or if you're unhappy with how QBE's staff have responded to your complaint, you can ask to speak to their Manager.

You can also make your complaint directly to QBE's Customer Care Unit.

**Phone:** 1300 650 503 (Monday to Friday 9am - 5pm AEST)

**Email:** [complaints@qbe.com](mailto:complaints@qbe.com)

**Post:** Customer Care  
GPO Box 219  
PARRAMATTA NSW 2124

## **Step 2 - Escalate your complaint**

Whenever you make a complaint QBE will try and resolve it within 15 business days. If this hasn't happened, or if you're not happy with how QBE's staff tried to resolve it, you can ask that your complaint be escalated to one of QBE's Dispute Resolution Specialists.

QBE Dispute Resolution Specialists will provide QBE's final decision within 15 business days of your complaint being escalated, unless they have requested and you have agreed to give them more time.

## **Step 3 - Still not resolved?**

If you're not happy with QBE's decision, you can contact the Financial Ombudsman Service (FOS), an ASIC approved external dispute resolution body. You can also contact FOS if QBE have taken more than 45 days to respond to you from the date you first made your complaint.

FOS is a free service that resolves insurance disputes between consumers and insurers, so there'll be no cost to you. QBE is bound by FOS' decisions - but you're not. If you wish to access FOS, you can contact them:

**Phone** 1300 780 808 (Monday to Friday, 9am - 5pm AEST)

**Email:** [info@fos.org.au](mailto:info@fos.org.au)

**Online:** [www.fos.org](http://www.fos.org).

## **Emergency telephone numbers**

Lost or stolen cards and lost, stolen or divulged PINs:  
**1800 772 266** (24 hours a day, 7 days a week)

## **For overseas lost or stolen cards**

Reverse charges to Australia:  
**(613) 9982 4156** (24 hours a day, 7 days a week)

Please remember to promptly confirm your verba requests in writing to:

Bank of Melbourne Card Services Centre  
Locked Bag 20037  
Melbourne VIC 3001

**Private Bank** **03 9274 4785**

**Corporate & Business Bank** **13 82 66**

### **Important**

Should you lose your card, immediately notify the 24-hour card service centre on 1800 772 266, 7 days a week (free call).

## **IMPORTANT**

**Should you lose your card, please immediately notify the 24 hour Card Service Centre hotline on 1800 772 266 7 days a week (free call).**

**For General Customer Enquiries, please call 8.00am to 6.00pm, 5 days a week on 13 82 66.**

## **DISPUTES**

**If your complaint is not immediately resolved to your satisfaction contact:**

**Senior Manager, Customer Relations**

**Locked Bag 20037**

**Melbourne VIC 3001**

**Telephone (metro): 03 9982 4150**

**Telephone (non-metro): 1800 266 352**

**After this, if the matter is still not resolved to your satisfaction contact:**

**Banking and Financial Services**

**Ombudsman Ltd**

**GPO Box 3A**

**Melbourne VIC 3001**

**Telephone: 1300 780 808**

