

What you need to know about the Westpac payment cards



FAQ

As a NSW Health employee, Maxxia and Westpac work together to bring you an easy way to access your salary packaging.

What you need to do

1. Please only complete sections **1, 3, 4** and **5** of the attached application form(s)
2. Send your completed form(s) to info@maxxia.com.au

Additional cardholders policy

The NSW Health salary packaging policy **does not allow** additional cardholders. Therefore, you do not need to complete section 2 of this application.

Q What is an 'Everyday Purchase' card?

The 'Everyday Purchase' card is also known as the Salary Packaging payment card, Living Expenses Benefit or Capped Benefit. It can be used for all your general living expenses such as groceries.

Q What is a 'Meal Entertainment' card?

Your Meal Entertainment Payment Card can be used to make payments for 'dine-in' meals and beverages at any restaurant or cafe worldwide where Visa is accepted.

Q Where can I get a card application form?

These forms are attached to this FAQ. Alternatively, you can find them on your Employer Hub.

Q Do I need to complete an ID check with my application?

No, you don't need to complete an ID check. Your employer will confirm your ID for you.

Q Where should I send my application?

Send your application to Maxxia, not to Westpac as indicated on the form.

Q How will I get my card(s)?

You can collect your card(s) from the branch you nominated in section 3 of your application form.

Westpac will send you a letter, and the branch will call or send you an SMS to let you know that your card(s) are ready for collection.

Q I can't collect my card(s) straight away, how long can the branch hold it for me?

You have six weeks to collect your card(s) from the time they are delivered to the branch.

Q How many additional cardholders can I have?

The NSW Health salary packaging policy does not allow additional cardholders. Therefore, you do not need to complete section 2 of this application.

Q What if I don't want Westpac to have my account details for direct debit?

Your card application won't be accepted if you do not supply your account details. Westpac will only deduct from your account if there is no money against your card(s).

Q Can I make an ad hoc contribution instead of having an overdrawn amount debited?

Yes, you can make an ad hoc contribution, by contacting us on **1300 123 123** or call Westpac on 1300 650 107.

Q Can I use my Meal Entertainment payment card for purchases other than meal entertainment?

No. The card can only be used for meal entertainment purchases. Transactions not considered meal entertainment are blocked at the point of sale. Your employer undertakes regular reviews of transactions for taxation compliance purposes.

Q Can I see my Westpac card balances through my Maxxia Online account?

Only payments made from Maxxia to the Westpac card can be seen through Maxxia Online. If you currently bank with Westpac, you will be able to see your card balance on Westpac online account. You can phone Westpac to check your current balance on the number on the back of the card.

Q How can I track my transactions?

Westpac will send you statements each month. If you don't receive your statement, please contact Westpac to ensure they have your details up to date.

What you need to know about the Westpac payment cards CONT.

FAQ

Q What should I do if I change my surname?

Supply your marriage certificate to us, we'll do the rest – and Westpac will send you a new card. Please note that the name on your Westpac card needs to match the name on your other forms of identification.

Q What happens when my card(s) are due to expire?

Westpac will send you a new card to start using when your current card expires. If your card is nearing its expiry date and you haven't received your new card yet, contact Westpac directly.

Q Who should I contact if my card(s) go missing or are stolen?

Contact Westpac on **1300 650 107**.

Q How should I report unauthorised activity on my card(s)?

Please contact Westpac immediately. Westpac will block your card, and send you a replacement. The change won't affect the payments Maxxia makes to your card.

Q What do I need to do when I receive a new or replacement card?

Please contact us to tell us what your new card number is.

Q Need more information?

Contact our friendly Customer Care team on **1300 123 123**.

IMPORTANT INFORMATION

The supply of meal entertainment services is subject to Maxxia Pty Limited and Westpac terms and conditions (available from maxxia.com.au or by calling us on 1300 123 123), and the terms and conditions of your employer's Meal Entertainment Policy. Fees and charges apply. Maxxia Pty Limited does not provide you with any form of financial, taxation or financial product advice on the relative merits of meal entertainment programs or on any other basis. You should seek your own independent professional advice before making a decision with respect to salary packaging. Maxxia Pty Limited may receive commissions or rebates in connection with some services it provides or arranges to be provided by third parties.



Employee Benefit Card – Cardholder Request

- Before you complete this form please read the 'Acknowledgements and Consents' on page 2 of this form
- Please send the completed application to email nbcommercialcards@westpac.com.au or fax (02) 9374 7916

Everyday Purchase Meal

Section 1 – Primary Cardholder Details

Title Given Name(s) in full

Surname Date of Birth / /

Are you known by any other name? If yes, please provide other name

Occupation

Male Female Employee ID (Mandatory, this is required for FBT reporting)

Residential Address (no PO Boxes)

Mailing Address (if different to above)

Email Address Mobile

If an existing Westpac Customer please provide your 8 digit customer number

Section 2 – Additional Cardholder Details

Title Given Name(s) in full

Surname Date of Birth / /

Are you known by any other name? If yes, please provide other name

Occupation Male Female

Residential Address (no PO Boxes)

Mailing Address (if different to above)

Email Address Mobile

If an existing Westpac Customer please provide your 8 digit customer number

Section 3 – Card Delivery Instructions

For security reasons the Employee Benefit Card must be collected from a Westpac Branch. Please indicate a convenient branch from which card(s) can be collected.

Branch Name & Address

Section 4 – Cardholder's Consent

By signing below, the Primary Cardholder/Additional Cardholder:

- Agrees to the Acknowledgements and Consents on page 2 of this form; and
- requests the issue of a new card under the nominated Facility as detailed above, to be used by the Primary Cardholder/Additional Cardholder in accordance with Employee Benefits Card Terms and Conditions.

Primary Cardholder Signature Date / /

Additional Cardholder Signature Date / /

Note: It is an offence under the Anti-Money Laundering and Counter-Terrorism Finances Act 2006 to knowingly provide false or misleading information.

Section 5 – Direct Debit Request (DDR) To be completed by the Cardholder to provide for debit balances on the Everyday Purchase Card to be paid from another account

I/We authorise and request Westpac Banking Corporation (User ID 249802) to debit my/our account nominated below through the Bulk Electronic Clearing System in accordance with the attached Direct Debit Request Service Agreement.

Account Name

Name and Branch of Financial Institution

BSB No. Account Number

Immediately upon issuance of an Employee Benefit Card please draw all debit balances of my Employee Benefit Card at the end of the statement period (monthly) from the above account. This Direct Debit authority will remain in place until the Bank receives instructions to revoke the authority or the Bank cancels the authority in accordance with the Direct Debit Request Service Agreement. If debiting from a joint account, all account holders are required to sign

Account Holder's Signature Date / /

Additional Account Holder's Signature Date / /

Section 6 – Employer Details (to be completed by Employer or third party administrator appointed by the Employer)

Company Name Facility Number

Reporting Level

Authorised Signatory 1 (Print Name)

Authorised Signatory 1 Date / /

Authorised Signatory 2 (Print Name)

Authorised Signatory 2 Date / /

Verifying Officer (Print Name)

Verifying Officer Signature Date / /

Acknowledgement and Consents

Privacy Statement

Personal information

We collect personal information from you to process your application, provide you with our product or service, and manage your product or service. We may also use your information to comply with legislative or regulatory requirements in any jurisdiction, prevent fraud, crime or other activity that may cause harm in relation to our products or services and help us run our business. We may also use your information to tell you about products or services we think may interest you.

If you do not provide all the information we request, we may need to reject your application or we may no longer be able to provide a product or service to you.

We may disclose your personal information to other members of the Westpac Group, anyone we engage to do something on our behalf, rewards program administrators and other organisations that assist us with our business.

We may disclose your personal information to an entity which is located outside Australia. Details of the countries where the overseas recipients are likely to be located are in our privacy policy.

As a provider of financial services, we have obligations to disclose some personal information to government agencies and regulators in Australia, and in some cases offshore. We are not able to ensure that foreign government agencies or regulators will comply with Australian privacy laws, although they may have their own privacy laws. By using our products or services, you consent to these disclosures.

We are required or authorised to collect personal information from you by certain laws. Details of these laws are in our privacy policy.

Our privacy policy is available at westpac.com.au or by calling 132 032. It covers:

- how you can access the personal information we hold about you and ask for it to be corrected;
- how you may complain about a breach of the Australian Privacy Principles or a registered privacy code and how we will deal with your complaint;
- how we collect, hold, use and disclose your personal information in more detail.

We will update our privacy policy from time to time.

Other acknowledgments and consents

- We may confirm the details of the information provided in this application.
- Where you have provided information about another individual, you must make them aware of that fact and the contents of the Privacy Statement.
- This application is not an offer or acceptance of credit.

We will use your personal information to contact you or send you information about other products and services offered by the Westpac Group or its preferred suppliers. Please call us on 132 032 or visit any of our branches if you do not wish to receive marketing communications from us.

Our reporting obligations

We are required to identify certain US persons in order to meet account information reporting requirements under local and international laws.

If you or (where you are applying on behalf of an entity) the entity and/or any office bearer* of the entity and/or any individual who holds an interest in the entity of more than 25% (a Controlling Person) are a US citizen or US tax resident, you must telephone 1300 658 194 at the time of completing this application. When you contact us you will be asked to provide additional information about your US tax status and/or the US tax status of the entity and/or any Controlling Person which will constitute certification of US tax status for the purposes of this application.

Unless you notify us that you or (where you are applying on behalf of an entity) the entity and/or any Controlling Person are a US citizen or US tax resident as specified above, by completing this application you certify that you or (where you are applying on behalf of an entity) the entity and/or any Controlling Person are not a US citizen or US tax resident.

If at any time after account opening, information in our possession suggests that you, the entity and/or any Controlling Person may be a US citizen or US tax resident, you may be contacted to provide further information on your US tax status and/or the US tax status of the entity and/or any Controlling Person. Failure to respond may lead to certain reporting requirements applying to the account.

*Director of a company, partner in a partnership, trustee of a trust, chairman, secretary or treasurer of an association or co-operative.

Definitions

"We", "our", "us", "Westpac" means Westpac Banking Corporation ABN 33 007 457 141. "Westpac Group" means Westpac Banking Corporation and its related bodies corporate.

Other Acknowledgements and Consents

- I consent to the issue by Westpac Banking Corporation ABN 33 007 457 141 (Westpac) of the card type selected in section 6.
- In addition to the consents provided in relation to the handling of my Personal information, I authorise Westpac and my Employer (or any other third party named in section 6 of this form) to request and obtain from one another, or disclose to one another, information relating to my use of the Card (including any information relating to transactions I carry out or attempt to carry out with my Card) for the purpose of administering my Card and general salary sacrifice administration.
- If my Employer has appointed a salary packaging provider ("spp") to administer the Card on my behalf, than I authorise Westpac and the SPP to request and obtain from one another or disclose to one another, information relating to my use of the card (including any information relating to transactions I carry out or attempt to carry out with my card) for the purpose of administering my Card and general salary sacrifice administration.
- I acknowledge that if I have any questions about my Card or with Westpac, I may discuss these with my Employer directly or with Westpac by calling 1300 650 107.

Direct Debit Request Service Agreement

This document outlines our service commitment to you, in respect of the Direct Debit Request (DDR) arrangements made between Westpac Banking Corporation, USER ID 249802 and you. It sets out your rights, our commitment to you and your responsibilities to us together with where you should go for assistance.

Terms of the arrangement

In terms of the Direct Debit Request arrangements made between us and signed by you, we undertake to debit your nominated account for any debit balance outstanding on your Employee Benefits Card at the end of the Statement period for that card.

If any debit falls due on a non-business day, it will be debited to your account on the next business day.

We will give you at least 14 days notice in writing via your Employer when changes to the terms of the arrangement are made.

If you wish to discuss any changes to the terms, you should contact your Employer. Additional information may also be obtained from the Westpac Commercial Cards Service line 1300 650 107.

Your Rights

Changes to the arrangement

If you want to cancel this agreement you should notify the financial institution where your nominated account is held at least five working days prior to the next scheduled drawing date.

You should also notify your Employer immediately, in writing, that you wish to cancel both the drawing arrangement and the Employee Benefits Card(s).

Disputes

- If you believe that a drawing has been initiated incorrectly, we encourage you to take the matter up directly with us by contacting the Commercial Cards Service unit on 1300 650 107
- You will receive a refund of the drawing amount if we cannot substantiate the reason for the drawing.

Your Commitment to us

It is your responsibility to:

- Ensure your nominated account can accept direct debits as direct debiting may not be available on all accounts (your financial institution can confirm this); and
- Ensure that on the drawing date there are sufficient cleared funds in the nominated account; and
- Advise us if the nominated account is transferred or closed.
- Check your nominated account details against a recent statement from your financial institution.

If your drawing is returned or dishonoured by your financial institution then value will be processed to your Employer's account.

Your Information

We will keep all information relating to your nominated account confidential except where required for the purpose of conducting direct debits with your financial institution.