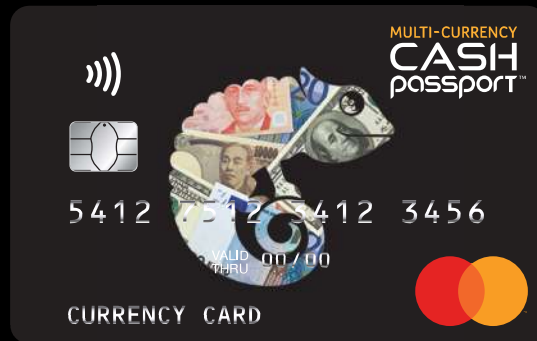


MULTI-CURRENCY  
**CASH  
passport™**

Prepaid Mastercard® Currency Card



EVERYTHING YOU NEED TO KNOW ABOUT:

USING YOUR CARD

MANAGING YOUR CARD

TOPPING UP YOUR FUNDS

USER GUIDE AND TERMS & CONDITIONS



# MULTI-CURRENCY CASH passport™

Prepaid Mastercard® Currency Card

- PROTECTED
- ADAPTABLE
- CONVENIENT

Welcome to the Multi-currency Cash Passport Prepaid Mastercard, the chip and PIN protected prepaid travel money card. Load two Currencies# onto one easy-to-use Card.

You can use the Card to pay for goods and services or to withdraw local currency from ATMs worldwide<sup>1</sup> – anywhere you see the Mastercard Acceptance Mark. You can load the Card with US Dollars and Euros<sup>#</sup>, in whatever combination suits you<sup>##</sup>.

With chip and PIN protection and global assistance for peace of mind, your Cash Passport may be the only travel money card you'll ever need.

Look forward to a whole world of great benefits:


## Protected

- Chip and PIN protected
- Not linked to your bank account
- 24/7 global assistance
- Additional Card available as a backup
- Free replacement of lost or stolen Cards

## Adaptable

- Avoid currency fluctuations by loading funds in advance
- Load your Card as many times as you like<sup>##</sup>
- Reload at any participating branch in Malawi

## Convenient

- Withdraw local currency at ATMs worldwide<sup>1\*</sup>, displaying the Mastercard Acceptance Mark
- Accepted at millions of merchants worldwide<sup>1</sup>, with no transaction fee<sup>\*</sup>
- Make contactless payments, wherever you see the contactless symbol 
- Move funds between Currencies, via the mobile app or [www.cashpassport.com](http://www.cashpassport.com)
- Cash out your Card and keep it for your next trip<sup>\*\*</sup>

<sup>1</sup> There may be some countries or geographical regions where usage of the Card is prohibited.

A list of prohibited countries and regions can be found at [www.cashpassport.com](http://www.cashpassport.com)

<sup>#</sup> The Currencies made available on the Card may vary from time to time and not all Currencies may be available at all times. Please check with the Purchase Location or on [www.cashpassport.com](http://www.cashpassport.com) for up-to-date details of the available Currencies.

<sup>##</sup> Until the Card expires and subject to reload limits (see the Fees and Limits section).

<sup>\*</sup> Some ATM operators and merchants may charge a fee or set their own withdrawal or purchase limits. Please confirm whether any fees or limits apply before making a withdrawal or purchase.

<sup>\*\*</sup> Valid until the Card expires and subject to the terms and conditions. A fee applies for cash outs; see the Fees and Limits section for details.



## USING YOUR CARD

### What do I need to do before I go?

Please sign the back of your Card as soon as you get it, and memorise your PIN. Then download the Cash Passport app or register your Card on 'My Account' at [www.cashpassport.com](http://www.cashpassport.com). For a PIN reminder, check the app or you can call Card Services to access the automated PIN read back service. Please note that you cannot change the PIN.

### How do I use my Cash Passport?

Your Cash Passport will generally be activated within twenty-four (24) hours of purchase or as advised by the branch where you purchased the Card. You can use your Cash Passport at ATMs worldwide<sup>1</sup>, displaying the Mastercard Acceptance Mark, as well as merchants, including shops and restaurants. Make a contactless payment, enter your PIN or sign the receipt, as requested by the merchant. With a Cash Passport you do not need to worry about bank opening hours or lengthy queues to access your funds.

### How do I check my balance?

Simply go to 'My Account' at [www.cashpassport.com](http://www.cashpassport.com), register your Card and you'll be able to see your Cash Passport balance, move funds between your Currencies, and view any recent transactions. You may also be able to make a balance enquiry at some ATMs, although availability is dependent on the country and the ATM used. There may be a fee payable (to the ATM operator) for balance enquiries. If an ATM displays a balance for the Card Fund, the exchange rate applied may be different to ours and discrepancies can arise. An ATM will not display a separate balance for each Currency. An accurate balance for each Currency can be obtained through Card Services or through 'My Account' at [www.cashpassport.com](http://www.cashpassport.com)

### What do I do if I find an incorrect transaction on my Card?

It is recommended that you check your transaction history and Card balance at least once a month. If you have any queries about your Cash Passport balance or you notice a Card transaction that you do not recognise, please notify the 24-hour Card Services team as soon as possible and in any event within 30 days of the transaction debit date. They will be happy to check and confirm the transaction details for you. If there is a transaction which is not correct, Card



Services can start the dispute process on your behalf and may request you to provide additional written information concerning any unrecognised transaction, or to complete a dispute form (see terms and conditions for further information). Please help them to help you by providing as much information as you can.

#### How do I put more money onto my Card?

Just return to any participating branch of the business from which you bought your Cash Passport (within Malawi), and they can reload it for you. You will be asked to present your Cash Passport card, a form of payment and a valid photo ID. For more information on reload options, please visit [www.cashpassport.com](http://www.cashpassport.com)

#### What should I do with my Cash Passport after my trip?

Please note, it is a Reserve Bank of Malawi requirement that all unused foreign currency is offered for sale, to an authorised dealer bank, within 14 days of returning to Malawi. We recommend you wait until 10 days after your last transaction before cashing out any unused currency, in order to avoid overspending on your Card. You can withdraw the balance remaining on your Card at ATMs worldwide<sup>1</sup>, displaying the Mastercard Acceptance Mark. Alternatively, you can take your Card back to the branch where you bought it and they'll refund the balance (minus any applicable fees, see the Fees and Limits section). Even with a zero balance, your Card is still valid until the date printed on the front, and you can reload it for your next trip<sup>\*\*</sup>.

#### What if I have insufficient funds in one Currency to make a purchase?

If you have insufficient funds in a particular Currency to pay for a transaction, the balance of the transaction will automatically be deducted from the other available Currency, subject to the applicable exchange rate and foreign exchange fee.

#### What if my Cash Passport is declined?

Normally, the only time this will happen is if you don't have enough funds on your Card to cover the cost of a purchase. You may be able to use the balance on your Cash Passport for part payment and complete the purchase with another payment method. In some countries, there may be daily or weekly withdrawal limits set by ATM operators, which may be lower than the limit on your Card.

#### Should I use my Cash Passport to pre-authorise or guarantee payment of my hotel or car hire?

It is not recommended to use your Cash Passport as a guarantee of payment for hotels, car rentals, cruises etc. These companies may estimate your final bill, and if you use your Card as a guarantee for the estimated amount, the funds will be temporarily unavailable to access or spend. You can of course use your Cash Passport to settle your final bill.

#### What is a Dynamic Currency Conversion payment?

Dynamic Currency Conversion (DCC) is an optional service that is sometimes offered by retailers and ATM operators abroad, giving cardholders the choice of paying in either the currency of the country they are visiting or their own domestic currency. If you use your Cash Passport to make a purchase or ATM withdrawal in a country where the local currency is the same as one of the Currencies on your Card (e.g. using the EUR funds on your Cash Passport in the Eurozone) and you opt to pay in your own domestic currency, this may result in a foreign exchange conversion at additional cost to you. To avoid this risk, we recommend that you choose to pay in the local currency.

<sup>1</sup> There may be some countries or geographical regions where usage of the Card is prohibited. A list of prohibited countries and regions can be found at [www.cashpassport.com](http://www.cashpassport.com)

<sup>\*\*</sup> Until the Card expires and subject to reload limits (see the Fees and Limits section).

If you have any general queries, or want to let us know any comments you have about using your Card, please get in touch at [cardservices\\_prepaid@Mastercard.com](mailto:cardservices_prepaid@Mastercard.com)

Please note, queries regarding your Multi-currency Cash Passport details cannot be dealt with via email. Download the Cash Passport app or visit [www.cashpassport.com](http://www.cashpassport.com) and register your Card in 'My Account' to manage your Card. Alternatively, or if you have forgotten your PIN, phone Card Services for 24/7 assistance.





### Contact details

Useful telephone numbers for 24/7 assistance, Card Services, lost, stolen or damaged Cards.

If your Card is lost, or it has been stolen or damaged, please contact Card Services immediately, so they can cancel your Card and offer assistance, including emergency cash replacement up to the available balance on your Card (subject to availability in the relevant location).

Country	Free phone number†
Australia	1800 098 231
South Africa	0800 982 674
UK	0800 056 0572
USA/Canada	1 877 465 0085

A list of free phone numbers from over 50 countries is available on [www.cashpassport.com](http://www.cashpassport.com)

Alternatively, you can use the number below ('Other Countries') to contact Card Services.

Other Countries **+44 207 649 9404††**

† There may be a charge for calls to these numbers, if phoning from a hotel or mobile phone.

†† Please remember to add the international prefix of the country you are in at the beginning of this number (in most cases this is 00, for example 0044 207 649 9404). Calls to this number are not free of charge.

### Fees and Limits section

The following fees and limits apply and are subject to variation, in accordance with the terms and conditions.

#### FEES

Initial Card fee <sup>a</sup>	US\$10	
Additional Card fee <sup>a</sup>	US\$5	
	<b>USD</b>	<b>EUR</b>
Reload fee	US\$2	EU€1.50
ATM withdrawal fee <sup>† ^ 4</sup>	US\$3.50	EU€2
Purchase from merchants (e.g. shops and restaurants) <sup>† ^</sup>	Free	
Replacement Card fee	Free	
Currency transfer fee (moving funds from one Currency to another) <sup>*</sup>	Foreign exchange rate will apply	
Monthly inactivity fee (deducted from your Card balance after 12 months of inactivity) <sup>††</sup>	US\$2.00 (or Currency equivalent)	
Shortfall fee (when the Card Fund drops below zero)	US\$15	EU€10
Cash out fee (charged when you cash out the balance of your Card)	Please check with the branch	
Foreign exchange (FX) fee	6%	

<sup>a</sup> Exclusive of Value Added Tax (VAT).

<sup>\*</sup> Some ATM operators and merchants may charge a fee or set their own withdrawal or purchase limits. Please confirm whether any fees or limits apply before making a withdrawal or purchase.

<sup>^</sup> If the currency of your transaction does not match any of the Currencies on your Card, or there are insufficient funds on your Card in a Currency to cover the whole transaction, the (remainder of the) transaction amount will be exchanged to another Currency (ies) on the Card in the order of priority, at an exchange rate determined by Mastercard on the day the transaction is processed, increased by 6% (the foreign exchange fee).

<sup>†</sup> A foreign exchange rate will apply if transferring funds to another Currency. The Currency exchange rate is selected from the range of rates available in wholesale currency markets (which vary each day), together with a margin.

<sup>4</sup> If the currency of your transaction matches one of the Currencies on the Card and there are sufficient funds in that Currency to cover the whole transaction, the ATM fee for that Currency will be applied. If the Currency of your transaction does not match one of the Currencies on the Card or there are insufficient funds in the relevant Currency to cover the whole transaction, then the USD ATM fee will be applied and will be converted into the last Currency being used to fund the transaction, at a foreign exchange rate determined by Mastercard on the day the transaction is processed.

<sup>††</sup> If, following the debit of any monthly inactivity fee, the Card Fund is less than the fee, we will waive the difference.



## LIMITS<sup>2</sup>

	USD (or Currency equivalent)
Minimum load amount (across all Currencies)	\$100
Daily cash over the counter limit	\$250
Daily POS limit at merchants*	\$5,000
Maximum ATM withdrawal limit per ATM transaction* (domestic and international transactions)	\$500
Maximum ATM withdrawal limit per 24 hours*	\$2,500
Maximum single load/reload and maximum balance allowed on your Card at any one time	\$10,000
Maximum load/reload over 12 months <sup>3</sup>	\$30,000
Maximum number of Additional Cards linked to the same funds	1
Card life	See Card for expiry date
Maximum PIN tries	3 per 24 hours
Maximum number of active accounts that can be held at any one time	1

\* Some ATM operators and merchants may charge a fee or set their own withdrawal or purchase limits. Please confirm whether any fees or limits apply before making a withdrawal or purchase.

<sup>2</sup> The limits shown refer to the USD equivalent of the total limits available on the Card (when combining all Currencies).

<sup>3</sup> The total amount you may load onto all prepaid cards issued to you by us during any twelve (12) month period.

### Important information about foreign currency transactions

If an ATM withdrawal or point of sale transaction is made in a currency which is different to any of the available Currencies on the Card, or exceeds the relevant available Currency balance on the Card, the amount will be funded by converting the transaction amount into the next available Currency balance on the Card, in the following order of priority: USD, EUR. The foreign exchange rate used is the rate determined by Mastercard to be the wholesale rate in effect on the day the transaction is processed by Mastercard, plus the FX fee. Please refer to clause 8 of the terms and conditions for full details of foreign currency transactions.

For example, suppose a purchase is made using your Card overseas for US\$150, and you have the following Currency balances: US\$50, and EU€300, the following application of funds will take place:

Currency balance before transaction	FX Rate excl. FX fee	FX Rate incl. FX fee of 6%	Total amount debited from Card Fund	Currency balance after transaction	Running purchase balance
US\$50.00	N/A	N/A	US\$50.00	US\$0.00	US\$100.00
EU€300.00	US\$1: 0.7280 EU€	US\$1: 0.7716 EU€	EU€77.16	EU€222.84	US\$0.00

### Important information about moving funds between Currencies

If you transfer funds from one Currency to another Currency, or where we do so in accordance with the terms and conditions, a Currency transfer fee applies. The applicable fee, applied to the transfer amount is 6% for all Currencies.

Example of the Currency transfer fee for an allocation of funds from EU€ to US\$:

Suppose you wish to transfer EU€500 to US\$ and the prevailing exchange rate, as determined by us, is EU€1 = US\$1.37. Before the Currency transfer fee is applied, this would equate to US\$685 (EU€500 x 1.37). After the Currency transfer fee of 6% is applied (US\$685 x 6% = US\$41.10), the amount being allocated to US\$ is US\$643.90 (US\$685 – US\$41.10 = US\$643.90). Please refer to clause 8 of the terms and conditions for full details of foreign currency transactions.

### Other Important Information

Please read the following information about your Cash Passport carefully:

Your Cash Passport does not generate any interest or any other similar return. You do not earn interest on the amount standing to the credit of the Cash Passport funds, accessed by the Card.

Cash Passport is issued by National Bank of Malawi plc pursuant to license by Mastercard Asia/Pacific Pte. Ltd. Mastercard is a registered trademark, and the circles design is a trademark of Mastercard International Incorporated. Apple and the Apple logo are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc. Google Play and the Google Play logo are trademarks of Google LLC.

## Multi-currency Cash Passport™ Prepaid Mastercard® Terms and Conditions

You acknowledge and agree that you have been given adequate opportunity to read and understand the terms and conditions set out below together with the 'Fees and Limits section' in the User Guide.

By purchasing the Multi-currency Cash Passport card (the "Card"), you confirm that you accept and will comply with these terms and conditions and the 'Fees and Limits section' in the User Guide (together the "Agreement"). This is a copy of the Agreement for you to keep. A further copy is available on request (see 'Contact details').

### 1 Definitions

In these terms and conditions:

**Additional Card** means an additional Card that may be purchased by you, to use as a backup for security purposes, in accordance with clause 2.4;

**ATM** means an automated teller machine;

**Card** means the "Multi-currency Cash Passport Prepaid Mastercard" with ATM and merchant access and functionality, as set out in the Agreement;

**Card Services** means any services, including call centre services, provided by us or our third party service provider, Mastercard Prepaid Management Services Limited (the "Programme Manager"), in connection with the Card;

**Card Fund** means the aggregate sum of the funds loaded onto the Card in each Currency and available for transactions;

**chip** means the electronic chip contained on each Card;

**Currency** means, subject to clause 2.2, either USD or EUR, and any additional currency that we may make available in connection with the Card, from time to time;

**EUR or EU€** means Euro, which is the lawful currency of the Eurozone;

**FX fee** has the meaning set out in the Fees and Limits section of the User Guide;

**My Account** means the web application at [www.cashpassport.com](http://www.cashpassport.com) (or any other internet site we notify to you in replacement), which gives access to information about the Card;

**PIN** means a unique Personal Identification Number allocated to each Card;

**Purchase Location** means any participating branch of the business from which you purchased the Card within the country of purchase, and/or online, as the case may be;

**Shortfall** occurs in certain circumstances when the Card Fund drops below zero (0);

**USD or US\$** means United States Dollar, which is the lawful currency of the United States of America;

**we, us, our** means National Bank of Malawi plc;

**working day** means any day of the week, excluding Saturdays, Sundays and statutory holidays in Malawi and/or England and Wales;

**you, your** means the purchaser of the Card; and any reference to 'Card' also includes any Additional Card, where appropriate.

### 2 The Card

- 2.1 Subject to these terms and conditions, the Card can be (re) loaded in any available Currency. Payment will be in your local currency and the exchange rate will be applied by the Purchase Location. Please check with the Purchase Location or at [www.cashpassport.com](http://www.cashpassport.com) to find out how you can reload the Card, as we may make additional methods available from time to time. Unless otherwise notified to you, the Agreement shall apply to such additional methods. You may only use the Card in accordance with the Agreement.
  - 2.2 The Currencies available in respect of the Card may vary from time to time. Before you make a decision to purchase a Card, please check with the Purchase Location or on [www.cashpassport.com](http://www.cashpassport.com) for details of available Currencies. We may introduce new Currencies from time to time. If we introduce a new Currency, the Agreement shall apply to such new Currency, and unless otherwise notified to you, the Fees and Limits section in the User Guide shall be deemed to be amended to apply to such new Currency.
  - 2.3 Subject to clause 3.4, you are responsible for determining the amount held in each Currency and for ensuring you have sufficient funds for all transactions. Subject to the terms of the Agreement, you may allocate amounts between the various Currencies via My Account at [www.cashpassport.com](http://www.cashpassport.com) and/or by such additional methods as we may make available to you from time to time. You may check the Card balance and recent transactions via My Account. Please visit the Purchase Location who can advise on any additional formats for obtaining the transaction history of the Card that may be available from time to time.
  - 2.4 At the time of purchase, you may request one (1) Additional Card, which can be used as a backup by you. The Additional Card is linked to the Card Fund and only you can use it and its PIN. The Additional Card must not be given to another person to use, this may lead to the Card being suspended. You may be charged a fee, as set out in the Fees and Limits section in the User Guide, for the Additional Card.
  - 2.5 There is no interest payable to you on the balance and the Card Fund does not amount to a deposit with us.
  - 2.6 Subject to our consent and Purchase Location participation, a Card may be sold to minors under the age of eighteen (18) years. We will require: (i) the consent and assistance of the minor's parent or legal guardian, to be evidenced by a signature from that minor's parent or guardian; and (ii) verification of the identity of both the minor and parent or legal guardian, in accordance with our instructions from time to time.
- ### 3 Using the Card
- 3.1 There may be a delay of up to twenty-four (24) hours (or as advised by the Purchase Location), before you are able to use the Card.
  - 3.2 The Card can be used worldwide wherever you see the Mastercard Acceptance Mark at ATMs and merchants, including shops and restaurants, providing there are sufficient funds available on the Card for the transaction, including any applicable fees, subject to any restrictions in the Agreement.

The Card may not operate in some countries or geographical regions, due to restrictions. Please verify the list of countries and regions with restrictions at [www.cashpassport.com](http://www.cashpassport.com)

- 3.3 Subject to clauses 3.4 and 8.3, the applicable Currency balance (and therefore the total Card Fund) will be debited with the amount of each cash withdrawal or transaction plus any fee, and these debits will reduce the balance of the applicable Currency (and therefore the total Card Fund). Merchants that accept the Card are required to seek authorisation from us for all the transactions that you make and we cannot stop a transaction once authorised. Some merchants may not be able to authorise your transaction if they cannot obtain an online authorisation from us. Examples include some in-flight purchases, car park vending machines and toll booths.
- 3.4 If there are insufficient funds in a particular Currency to pay for a transaction, the balance of the transaction will be automatically processed using the other available Currency held on the Card. If, following use of the available balances of all Currencies, there are still insufficient funds to pay for a transaction, the Card may be declined or the merchant may allow you to pay the balance by some other means. If we change the Currencies available to you in connection with the Card, we will notify you of the new order of priority for the purposes of the Agreement, directly to the contact details you provided to us when you purchased the Card and/or through [www.cashpassport.com](http://www.cashpassport.com)
- 3.5 When using the Card at certain merchants, including bars and restaurants, an additional amount (typically 10%-20%) is automatically added as an anticipated service charge or tip, temporarily reducing the balance on the Card. When the Card is used to purchase fuel at an automated fuel pump, the Card must have a minimum balance of typically between US\$15-75 or currency equivalent. This is to ensure there are sufficient funds available to cover the final cost of the transaction and to reduce the risk of a Shortfall arising on the Card. If your actual service charge or tip is less than the additional amount added or you spend less than the minimum amount when purchasing fuel, it may take up to seven (7) days from the date of the transaction before the difference is available to spend. Only the actual amount of the final bill agreed between you and the merchant will be deducted from the Card. If the value of the final bill exceeds the relevant available Currency balance on the Card, the remaining amount will be funded by converting that amount into the other available Currency in the order of priority (see clause 8). For further information, please refer to the FAQs at [www.cashpassport.com](http://www.cashpassport.com)
- 3.6 We do not recommend using the Card as: (i) a guarantee of payment, for example as a deposit for hotels, cruise lines or car rental, as merchants such as these may estimate the final bill and this amount will be temporarily unavailable to access or spend; or as (ii) an arrangement for periodic billing, as any debits to the Card as a result of such arrangements will be considered to have been authorised by you. A transaction or payment cannot be stopped once you authorise the use of the Card.
- 3.7 The Card is only for your use and expires on the date on the front of the Card. Upon expiry, you will still be able to obtain a refund of the balance in accordance with the Agreement, or you may choose to transfer the remaining funds to a new Card. The Purchase Location may charge you for this service.
- 3.8 If your Card is damaged, lost or stolen, you may contact Card Services to request a replacement Card ("**Replacement Card**"). Any request for a Replacement Card must be made on or before the Termination Date and the balance of the Card will be transferred to the Replacement Card. A Replacement Card will be free of charge.
- 3.9 If you have not requested a cash out or used the Card for loads, reloads or transactions for twelve (12) consecutive months, i.e. it is an inactive Card, a fee will be charged for each month that the Card remains inactive after the initial twelve (12) month period. The monthly inactivity fee is deducted from the Card Fund. If a foreign exchange conversion takes place, the foreign exchange rate used is the rate determined by Mastercard to be the wholesale rate in effect on the day the fee is applied.
- 3.10 You agree not to use the Card for: (i) money transfers; (ii) accessing or purchasing goods from adult or gambling locations or internet sites; or (iii) for any unlawful activity. You must comply with all applicable laws and regulations in respect of the Card in the country of purchase and/or use. We reserve the right to suspend the Card, terminate the Agreement and exercise any other remedies available to us due to your failure to comply with any part of this provision.
- 3.11 The Card can only be used if it is in credit. If a Shortfall arises, following any transaction authorised by you, the resulting debit balance immediately becomes a debt, payable by you to us and we retain the right to recover this debt and a Shortfall fee may be payable (see the Fees and Limits section in the User Guide). You agree to reload the Card Fund, including the Shortfall fee, to bring the balance back to zero (0) or above, within thirty (30) days of request. If the Card Fund does drop below zero (0), you must not make any subsequent transactions.
- 3.12 We are entitled to set off any sum of money on the Card due from you to us against any positive balance on any other card held by you with us.
- 3.13 Any usage of the Card inconsistent or in contravention with the usage described in the Agreement is not permitted.
- 3.14 If you are entitled to a refund for goods or services purchased using the Card, or another credit for any other reason, this will be made to the Card and a foreign exchange rate may be applied.
- 3.15 You acknowledge that we may be unable to provide you with our services if power outages occur which affect our facilities, electronic terminals, service providers or supporting networks and we hereby give you notice of unavoidable delays in the performance of our services if this occurs.
- 3.16 Except as otherwise set out in the Agreement or in the event we acted with gross negligence or fraudulent intent, any liability we have to you is equal to the Card Fund at any given time.
- #### 4 Keeping the Card and PIN secure
- 4.1 You must sign the back of the Card, as soon as you receive it.
- 4.2 You must do all that you reasonably can to keep the Card safe and the PIN and other security details secret and safe at all times and not disclose them to any third party.

- 4.3 You must never: (i) allow anyone else to use the Card, PIN or other security details; (ii) write down the PIN or any other security information together with the Card; or (iii) give the PIN to anyone, authorised or unauthorised.
- 4.4 We will never ask you to reveal any PIN.
- 4.5 The PIN may be disabled if an incorrect PIN is entered three (3) times. If the PIN is disabled, please contact Card Services for assistance. There may be a twenty-four (24) hour delay in reactivating your PIN for ATM use and we may not be able to reactivate the PIN for use at merchants. If the PIN is disabled, or if a merchant does not accept chip and PIN and contactless, you will be required to sign for any transactions at merchants, provided that this is supported by and acceptable to the merchant.
- 4.6 You must call Card Services immediately and without undue delay if your Card is lost or stolen, you believe it could be misused, or you suspect that someone else may know the PIN or any other security details. We will suspend the Card to prevent further use. If a lost Card is subsequently found, it must not be used unless Card Services confirm it may be used.
- 4.7 You will be required to confirm details of any loss, theft or misuse to Card Services in writing and you must assist us and the police in any enquiries.
- 4.8 We may suspend the Card, with or without notice, if we think the Card has been or is likely to be misused, if you have breached the Agreement or if we suspect any illegal use of the Card. If we do suspend the Card, we will inform you of our decision, unless such disclosure is prohibited by law or would otherwise compromise fraud prevention or security measures.
- 4.9 You must memorise the PIN. This is very important, as you cannot change the PIN issued with the Card. For security purposes, you should not keep the PIN written anywhere near the Card. If you forget the PIN, you can obtain a PIN reminder by calling Card Services at any time, and answering the security questions you supplied on your application.

## 5 Liability for unauthorised transactions

- 5.1 We recommend that you check your transaction history and balance at least once a month. If you notice an error in any Card transaction, or a Card transaction that you do not recognise, you must notify Card Services immediately and in any event within thirty (30) days of the transaction debit date. We will request that you provide additional written information concerning any such Card transaction and you must comply with such request.
- 5.2 Except to the extent that we acted fraudulently or with gross negligence, you will be liable for all losses in respect of the Card if you have (i) acted fraudulently; (ii) failed to use the Card in accordance with the Agreement; (iii) have failed to notify Card Services without undue delay on becoming aware of the loss, theft or misuse of the Card; or (iv) have failed to take all reasonable steps to keep the Card's security features safe.
- 5.3 Where you are not liable for an unauthorised transaction, we will refund the value of that transaction and will have no further liability to you for any other losses you may suffer. If our investigations conclude that the transaction you have disputed has been authorised by you or on your behalf, or you have

acted fraudulently, we will not refund the value of the transaction and we may charge you an investigation administration fee of up to US\$80. If there are insufficient funds available on the Card in USD, the amount will be funded by converting the outstanding amount into the next available Currency on the Card in the following order of priority: USD, EUR and a foreign exchange rate will be applied (see clause 8). The foreign exchange rate used is the rate determined by us in effect on the day the investigation administration fee is applied.

## 6 Fees and Limits

- 6.1 Fees and limits apply to the Card, as indicated in the Fees and Limits section in the User Guide. The fees we charge are subject to change from time to time, in accordance with the Agreement. You will be notified of any change in the applicable fees.
- 6.2 You agree to pay and authorise us to debit the Card Fund for the fees set out in the Fees and Limits section in the User Guide. These fees may be debited from the Card Fund as soon as they are incurred. If there are insufficient funds within one Currency to pay such fees, we may automatically deduct funds from other available Currencies. If the local currency is not a Currency available on the Card, then we will automatically deduct funds from the available Currencies on the Card, in the following order of priority: USD, EUR. Any such deduction of funds may be subject to a fee (refer to the Fees and Limits section in the User Guide).
- 6.3 From time to time, we may limit the amount you can load on the Card, or the amount you can withdraw from ATMs or spend at merchants over certain time periods. Some ATM operators and merchants also impose their own limits on the amount that can be withdrawn or spent over a specific time period.
- 6.4 Certain merchants may charge an additional fee if the Card is used for the purchase of goods and/or services. The fee is determined and charged by the merchant and is not retained by us.
- 6.5 For details on the fees and limits that apply to the Card, please refer to the Fees and Limits section in the User Guide, or visit [www.cashpassport.com](http://www.cashpassport.com)

## 7 Cash Passport Card Fund

- 7.1 Until the expiry of the Card or termination of the Agreement, you can, subject to the Agreement, add additional funds to each Currency through the Purchase Location (who will advise you of the acceptable methods of payment) or through other methods made available from time to time, which are set out at [www.cashpassport.com](http://www.cashpassport.com), subject to certain limits and a fee (refer to the Fees and Limits section in the User Guide).
- 7.2 You may also be able to make a balance enquiry at some ATMs, although availability is dependent on the country and the ATM used. There may be a fee payable (to the ATM operator) for balance enquiries.
- 7.3 If an ATM displays a balance for the Card Fund, this may be displayed in a currency different to those on the Card, in which case the exchange rate applied may be different to ours and a variation may occur. An ATM will not display a balance for each Currency. An accurate balance for each Currency can be

obtained through My Account at [www.cashpassport.com](http://www.cashpassport.com) or through Card Services.

- 7.4 Information sent over the internet may not be completely secure and the internet and the online systems are not controlled or owned by us or the Programme Manager. Therefore, neither we, nor the Programme Manager, can guarantee that they will function at all times. Except to the extent that we acted fraudulently or with gross negligence, we, and the Programme Manager, accept no liability for unavailability or interruption, or for the interception or loss of Personal Information or other data.

## 8 Foreign Currency Transactions

- 8.1 The following are instances where a foreign exchange rate or fee will apply: i) initial load or in-branch reloads; ii) point of sale transactions, where the transaction is in a currency that is not one of the Currencies available on the Card (including any transaction where we deduct funds under clause 3.4 due to insufficient funds); iii) ATM withdrawals where the local currency is not one of the Currencies available on the Card (including any transaction where we deduct funds under clause 3.4 due to insufficient funds); iv) where you allocate funds from one Currency to a different Currency; v) where we allocate funds from one Currency to a different Currency, in accordance with the Agreement; vi) where you end the Agreement or request repayment of the balance of the Card under clause 9; and vii) when an investigation administration fee or a monthly inactivity fee is charged and there are insufficient funds available in USD. The method for calculating the foreign exchange rate or fee for each scenario is as set out below.
- 8.2 The foreign exchange rate used for initial loads and in-branch reloads varies by Purchase Location. When funds are loaded onto the Card, the payment is made by you in your local currency and we convert that amount into the Currency of your choice. You can ask the Purchase Location for the exchange rate beforehand. Foreign exchange rates are subject to variation and the rate that applies one day will not necessarily be the same on any other day.
- 8.3 If an ATM withdrawal or point of sale transaction is made in a currency which is different to any of the available Currencies on the Card, or exceeds the relevant available Currency balance on the Card, the amount will be funded by converting the transaction amount into the next available Currency balance on the Card, in the following order of priority: USD, EUR. The foreign exchange rate used is the rate determined by Mastercard to be the wholesale rate in effect on the day the transaction is processed by Mastercard, plus the FX fee (see Fees and Limits section in the User Guide).
- 8.4 The foreign exchange rate used for allocating funds from one Currency to another Currency is set and determined by the Programme Manager and varies each day. A Currency transfer fee also applies (see Fees and Limits section in the User Guide).
- 8.5 Where you end the Agreement, or request repayment of the Card Fund under clause 9, these funds will be converted into your local currency. The foreign exchange rate used for this is set and determined by the Purchase Location and varies each day.

- 8.6 Where an investigation administration fee is charged and there are insufficient funds in USD, the amount will be funded by converting the outstanding amount into the next available Currency balance on the Card. The method for calculating this is described in clause 5.3.

- 8.7 Where a monthly inactivity fee is charged, a foreign exchange rate may be applied. The method for calculating this is described in clause 3.9.

## 9 Redeeming Unspent Funds

A fee may be charged by the Purchase Location for redeeming your balance. Please check with the Purchase Location. You can also contact the Purchase Location for more information on the applicable exchange rate.

## 10 Ending the Agreement

- 10.1 Subject to clause 10.6, the Agreement shall terminate in the event of the expiry of the Card ("**Termination Date**").
- 10.2 Subject to clause 10.4, we may end the Agreement prior to the Termination Date by giving you at least thirty (30) days' prior written notice by letter or email sent to the address you have provided to us.
- 10.3 You may end the Agreement at any time prior to the Termination Date, by writing to or emailing Card Services.
- 10.4 We may ask for the return of the Card and end the Agreement prior to the Termination Date, with or without notice, if you materially breach any of these terms and conditions.
- 10.5 Upon ending the Agreement in accordance with this clause 10, you will no longer be able to use the Card. Upon ending the Agreement you must destroy the Card by cutting it in half diagonally, ensuring the chip is destroyed, and dispose of it securely. The ending of the Agreement will not affect your right (if any) to redeem unspent funds in accordance with clause 9.
- 10.6 For the purposes of clause 10.1, the Termination Date shall mean the later of either the expiry of the initial Card (including any Replacement Card) issued to you under the Agreement, or the Additional Card.

## 11 Changing the terms

- 11.1 We have the right to amend the Agreement and will notify you of any such changes by email or in writing. The latest version of the Agreement shall be available on [www.cashpassport.com](http://www.cashpassport.com)
- 11.2 We may amend the Agreement without notice, in order to comply with local laws and regulations.
- 11.3 If you are dissatisfied with any change, you can end the Agreement by contacting Card Services within thirty (30) days of such change taking effect.

## 12 Personal Data

- 12.1 You agree that we may contact you by telephone, letter, SMS or email at the contact details you provide us. You must let Card Services know immediately if you change your name, address, phone number or email address.

- 12.2 By purchasing the Card and using it, you consent to us and our service providers processing the information we collect from you ("**Personal Information**"), solely for purposes of providing you with the Card Services, under the Agreement.
- 12.3 You understand and agree that, subject to applicable law, we may disclose your Personal Information to third parties (including the Programme Manager and other third party providers) to enable us to provide the Card Services and for data analysis (including market research), anti-money laundering, detection of crime, legal compliance, enforcement and fraud prevention purposes.
- 12.4 Subject to applicable law, your Personal Information may be processed outside of the country of purchase, but all service providers are required to have adequate safeguards in place to protect your Personal Information.
- 12.5 Subject to applicable law, you can contact Card Services for a copy of the Personal Information we hold about you.
- 12.6 To aid us in the provision of the Card Services and improve our service, telephone calls may be recorded and/or monitored.

### **13 Liability**

- 13.1 Unless otherwise required by law or as set out in the Agreement, we will not be liable to you in respect of any losses, whether direct or indirect, that you or any third party may suffer in connection with the Card, except where such losses are due to a breach by us of the Agreement or due to our negligent or fraudulent conduct.
- 13.2 We are not responsible for ensuring that ATMs and point of sale terminals will accept the Card, or for the way in which a merchant processes a transaction. We will not be liable to you for any non-acceptance of the Card, for disputes concerning the quality of goods or services purchased on the Card or any additional fees charged by the operators of these terminals (for example when you withdraw currency from an ATM, the ATM operator may charge you an additional fee for the service).
- 13.3 To the extent permissible in law, you agree to pay us for any reasonable losses, damages, claims or expenses (including reasonable legal fees), which we incur due to your failure to comply with the Agreement.

### **14 Law, Jurisdiction and Language**

- 14.1 The Agreement shall be governed by the laws and the courts of the country in which you were issued with the Card.
- 14.2 We will communicate with you in English and the Agreement is available in English only.

### **15 Third Party Rights**

Except for any party referred to in clause 16, nothing in the Agreement gives any third party any benefit or right (including any enforcement right).

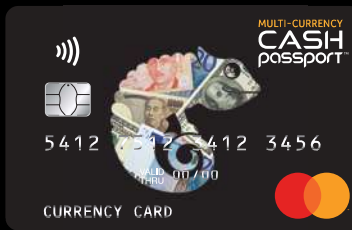
### **16 Transferring our rights**

We may assign any of our rights and obligations under the Agreement, without your prior consent, to any third party, subject to such party continuing the obligations in the Agreement to you.

### **17 Contact details**

- 17.1 If you have any queries regarding the Card, please refer to [www.cashpassport.com](http://www.cashpassport.com)
- 17.2 If you have any further queries, are dissatisfied with the standard of service, you think we have made a mistake in operating the Card or you require information about your Personal Information, please contact Card Services.
- 17.3 Card Services can be contacted using the details in the 'Contact details' section of the User Guide or by writing to Card Services, Access House, Cygnet Road, Hampton, Peterborough, PE7 8FJ, United Kingdom.
- 17.4 Any notice sent by either party under the Agreement by email shall be deemed given on the day the email is sent, unless the sending party received an electronic indication that the email was not delivered; and if by post, shall be deemed given ten (10) working days after the date of posting.
- 17.5 We will try to resolve any problems as quickly as possible and in accordance with the complaints procedure, which can be found on [www.cashpassport.com](http://www.cashpassport.com) or is available on request.

MULTI-CURRENCY  
**CASH**  
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