

# Visa Debit Card

Guide and Conditions of Use





## Welcome to The National Bank Visa Debit Card

This card gives you the freedom to use money in your cheque or savings account to make purchases, regardless of where you choose to buy from. You can use your Visa Debit card to make purchases online, over the phone, at ATMs and for EFTPOS transactions both within New Zealand and overseas. And because your Visa Debit card is linked to your bank account it is easy to manage and keep track of your spending online or using phone banking.

# Getting Started

Before you start using your National Bank Visa Debit card you will need to:

- Sign the back of your card
- Add a PIN to your card.

## Choosing a PIN (personal identification number)

You may have already selected a four digit Personal Identification Number (PIN) in a branch, or asked for a PIN to be mailed to you separately when you requested your card. If you haven't, you will need to load a PIN onto your new card by visiting a National Bank branch with some photo identification. Make sure your PIN does not reflect any personal details that could easily be identified and that you take care not to disclose your PIN to anyone else. For more information on PIN security see the Conditions of Use at the back of this brochure.

## Using your Card

Your Visa Debit card enables you to use money in your cheque or savings account to make purchases and get cash at retailers and ATMs in New Zealand and overseas. You can also use it to make purchases online and over the phone.

	New Zealand	Overseas/Foreign Currency
EFTPOS	✓	✓
ATMs	✓	✓
Online	✓	✓
Phone	✓	✓
Mail order	✓	✓

Currency conversion charges apply to all overseas/foreign currency transactions and owners of overseas ATMs may charge an additional fee for using them. Please refer to the Fees section on page 6 for more information.

## Shopping Instore (EFTPOS)

Your card features an electronic chip which securely stores your card details. For most of your EFTPOS transactions you will need to insert the chip end of your card into the terminal and leave it there while you enter your PIN and the transaction is processed. However at retailers who have older EFTPOS terminals (and in some overseas countries) you may need to instead swipe your card using the magnetic stripe and enter your PIN.

### Account Selection for EFTPOS and ATM transactions:

Within New Zealand you use your Visa Debit card just like an EFTPOS card:

At shops and retailers	Choose from CHQ or SAV
At ATMs	Choose from CHQ or SAV

While you are Overseas

At shops and retailers	Select credit CR (funds from your nominated bank account will be used for the transaction)
At ATMs	Choose from CHQ or SAV

## Online transactions

When making purchases online with your Visa Debit card you will need to enter your card number, card expiry date, and the verification code on the back of your card. Funds from your nominated account will be used for the transaction.

## Card Security

### Protecting you

We have a range of security measures in place to protect you against unauthorised use of your card:

- The electronic chip on your card makes it harder for people to fraudulently copy your card data
- Our world-class fraud monitoring systems and team of specialists monitor transactions 24 hours a day and will contact you to verify any unusual transactions
- You are also protected against losses relating to fraudulent use of your card provided you haven't contributed to the loss and you advise us immediately if your card is lost or stolen. Please refer to the Conditions of Use on page 7 for details of the conditions that apply.

### Protecting yourself

It's also important that you take steps to protect yourself against fraud:

- Make sure your PIN is not easy to guess, and change it often
- Keep your PIN secret (we will NEVER ask you for your PIN)
- Sign your card as soon as you receive it (including replacement cards)
- Keep your receipts and check them against your statement carefully and contact us immediately if there are any transactions you don't recognise.

### If your card is lost or stolen:

Please contact us immediately on 0800 960 960 (+64 4 384 1730 from overseas) if your card is lost or stolen, or you think your PIN has become known to someone else.

## Accessing your account information

You can access your National Bank cheque or savings account information at any time from almost anywhere in the world: online, over the phone or by ATM.

**Online:** By logging on to online banking at [nationalbank.co.nz](http://nationalbank.co.nz) you can check account balances, pay bills, transfer funds between accounts, obtain information on past transactions, change automatic payments or request statements.

**Touchtone Phone Banking:** By phoning 0800 28 28 28 (+64 4 499 0949 from overseas) and using your customer number on your Visa Debit card you can check account balances, pay bills, transfer funds between accounts, obtain information on past transactions, change automatic payments or request statements 24 hours a day, 365 days a year.

**Phone:** For Visa Debit card enquiries call us on 0800 960 960 (+64 4 384 1730 from overseas).

**ATM:** You can access your account balance and make withdrawals at any ATM that accepts Visa.

### MyPhoto card

You can add an image of your choice to your card or update your existing MyPhoto card image by visiting [myphotocard.co.nz](http://myphotocard.co.nz) and using the card design system. There is no additional cost for a MyPhoto card.

## Transaction Limits

Subject to the available funds in your accounts, your daily transaction limits are:

	New Zealand	Overseas
EFTPOS, Online, Phone or Mail	NZ\$5,000	NZ\$10,000
ATM	NZ\$2,000	NZ\$3,000

## Fees

<b>Standard Fees:</b>	
Annual card fee	\$10.00 (free with Freedom account)
MyPhoto card fee	No additional charge
<b>Non Standard Fees:</b>	
Replacement card fee	\$15.00
Urgent card delivery fee	Courier service fee
Overseas card delivery	Courier service fee
<b>Optional Service Fees:</b>	
Other bank ATM fee (Applies to each transaction and balance enquiry at ASB, BNZ, HSBC, Kiwibank, and Westpac ATMs in addition to normal transaction fees)	\$1.00
Overseas ATM fee	\$5.00
Currency Conversion fee (Applies to foreign currency transactions)	2.5% of the \$NZ amount
Dispute handling fee	\$15.00

Please note that banks and other financial institutions who own overseas/foreign currency ATMs may charge a fee for using them. The fees and charges listed above are current as of 1 June 2010 and are subject to change.

# National Bank Visa Debit Card

## Conditions of Use

These Conditions of Use are current as at 1 June 2010.

### Important information

This document is a legal contract between you and The National Bank, part of ANZ National Bank Limited.

Please keep it in a safe place and familiarise yourself with the contents.

You are bound by these Conditions of Use (as altered from time to time) as soon as either you have signed or used your National Bank Visa Debit card. These Conditions of Use apply in addition to the terms and conditions that govern the transactional account(s) you access using your Visa Debit card.

A copy of the Disclosure Statement published by ANZ National Bank Limited is available from any National Bank branch.

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# 1. Definitions

In this document, unless the context otherwise requires:

**ATM/ATMs** means approved Automatic Teller Machines.

**Card** means your National Bank Visa Debit card.

**Card Not Present Transactions** means transactions where your Card information is used but you and your card are not physically present at the location where the transaction is processed (such as but not limited to transactions made by phone, online or mail).

**EBS** means Electronic Banking Service where transactions are processed through touchtone phone banking, Online Banking, EFTPOS terminals or ATMs by using your Card with any associated PIN or other approved method of identification.

**EFTPOS** means Electronic Funds Transfer at Point of Sale terminals and also includes, where appropriate, ATMs.

**Nominated Account** means the cheque or savings account that will be debited when you use your Card on the Visa network either through selecting "Credit" at an overseas EFTPOS device or undertaking a Card Not Present Transaction. This is also referred to as the 'Fastcash account'. The selection of a Nominated account is subject to The National Bank's approval.

**PIN** means the Personal Identification Number(s) issued to you by The National Bank or selected by you at a The National Bank branch for use with your Card for EBS transactions.

**The National Bank Group** means ANZ National Bank Limited and any of its subsidiaries or related companies as those terms are defined in the Companies Act 1993.

**Touchtone** means the touchtone telephone banking service operated by The National Bank, as amended by The National Bank at any time.

## 2. Your Card

When you receive your Card sign it immediately, with your usual signature, in the space provided on the back of the Card. Keep your Card in your possession or in a safe place at all times in order to prevent its use by anyone else.

The Card remains the property of The National Bank at all times and you agree to return it if asked, or if the account(s) accessed by the Card are closed.

## 3. Your PIN

You are required to have a PIN on your National Bank Visa Debit Card. If you did not preselect a PIN or elect to have a PIN mailed to you separately when you requested your Card please visit any branch of The National Bank with some acceptable photo identification to load a PIN on your new Card.

Memorise your PIN and if your PIN was mailed to you please destroy both the envelope and the slip on which the PIN is printed.

Under no circumstances must you keep a written record of your confidential PIN. Your PIN is not to be disclosed to anyone else, not even a bank employee.

Important: If you write your PIN on your Card, keep a record of it with or near your Card, or disclose it to someone else, you will be held liable for any unauthorised transactions, carried out using your card. (See Section 13 'What happens if someone else uses my Card?')

You will require:

- a) a four digit PIN for ATM and EFTPOS use; and
- b) if you wish to use touchtone phone banking, you will also need a five digit PIN for security. You must ensure this five digit PIN does not resemble your four digit PIN used for ATM and EFTPOS.

## 4. Your accounts

Access to your National Bank cheque and savings accounts is available through your Card, Touchtone and online banking. You must confirm which account will be your Nominated Account. This is the account that will be debited for all overseas and Card Not Present Transactions. Should you wish to change the accounts linked to your Card at a later date, simply call into any branch of The National Bank. The selection of your Nominated Accounts are subject to The National Bank's approval.

## 5. Using Your Card

When you use your Card number or customer number to authorise transactions, you give The National Bank authority to debit your cheque or savings account(s) with the amount of payments, transfers or cash withdrawals, or to divulge the balance of these account(s) without further verification or authentication. These transactions are irreversible.

If you use your Card and PIN in an EFTPOS terminal in New Zealand you give us the authority to debit your cheque or savings account with the amount of the transaction, and to credit the amount to the retailer's account. This transaction is irreversible. Any disputes in respect of goods and services purchased using EFTPOS must be taken up with the merchant concerned. The National Bank accepts no liability in this regard.

When you use your Card overseas or for a Card Not Present Transaction the transaction amount is debited or credited to your Nominated Account.

When using your Card online you may be required to register for Verified by Visa and/or enter a Verified by Visa password during shopping in order to complete your purchase. Once Verified by Visa is introduced you will be able to register your Card and find out more information about this service, including the terms and conditions that apply, by visiting our website [nationalbank.co.nz](http://nationalbank.co.nz).

Visa promotional material displayed on any premises cannot be taken as a warranty by the financial institution, merchant or any person carrying on business that all goods and services available at those premises may be purchased with the Card.

You agree not to use your Card beyond your available funds (including any overdraft limit on an account) unless you have made a special arrangement with The National Bank.

You can, at any time, authorise another person or company (merchant) to transact on the account by providing them with your 16 digit Card number. To cancel such an authority you must notify the merchant in writing at least 15 days before the next transaction is due to be processed. Please note, unlike direct debits set up using your account number and branch number we are not able to cancel a recurring transaction on your behalf. Until you cancel the authority, the merchant is entitled to request us to debit the account and we are obliged to process any request.

## 6. Authorisations

When you transact with your Card, the merchant involved in the transaction may obtain an authorisation. This authorisation is for the purpose of establishing that there are sufficient funds available in your account for the transaction to take place. Once the authorisation is obtained, it will reduce the amount of available funds in your account by the value of the authorisation request. If the transaction is subsequently not processed, available funds in your cheque or savings account up to the value of the authorisation may remain held for up to five business days from the date the authorisation is obtained.

The authorisation may be completed for a transaction that occurs at a later time. For example, this often occurs with hotels and rental car companies. This authorisation will reduce the amount of available funds in your cheque or savings account until a transaction that matches the authorisation is processed, or up to five business days have passed.

## 7. Daily transaction limits

Subject to the available funds in your accounts, your daily transaction limits are:

	New Zealand	Overseas/Foreign currency
EFTPOS, Online, Phone or Mail	NZ\$5,000	NZ\$10,000
ATMs	NZ\$2,000	NZ\$3,000

Retailers and ATMs owned by other banks may have maximum transaction limits that are below the level of these daily limits. Additional fees including currency conversion charges apply to all overseas/foreign currency transactions. Banks and other financial institutions who own overseas ATMs may charge a fee for using them.

## 8. Fees

You agree to pay all fees and charges (including any government charges) as advised by The National Bank from time to time which relate to the provision of the Card in addition to any other fees which may be payable for the provision of your cheque or savings account and other banking services. The National Bank may debit any such fee to your cheque or savings account. Details of the fees and charges that apply to the Card are set out in the guide at the front of this brochure.

## 9. Overseas Card use

You may choose to use your Card at overseas ATMs, for overseas Card Not Present transactions (including at online retailers) and for EFTPOS transactions at merchants that display the Visa logo. An explanation of the currency conversion process and the fees that apply to these services follows.

### Exchange Rate Selection

When you use your Card outside New Zealand (including when you use your Card at an overseas online retailer), your transactions will be converted into New Zealand dollars at a rate of exchange set by Visa. Visa set foreign currency exchange rates from a range of wholesale rates available to them (the rates set may differ from the rate Visa itself receives) that are applicable at the processing date of the transaction. Please note that the date of processing will not necessarily be the date the transaction occurs.

There may be differences in the conversion rate for credits and debits on the same day due to the different buy or sell rates used by Visa.

### Transaction Conversion

At the discretion of Visa, transactions will either be converted directly from the currency in which the purchase was made to New Zealand dollars, or will firstly be converted from the currency in which the purchase was made to US dollars and then converted to New Zealand dollars.

## Currency Conversion Charges

Currency conversion charges apply to overseas/foreign currency transactions.

Foreign currency debit transactions (e.g. purchases or cash withdrawals):

- The National Bank applies a currency conversion charge (of 2.5% of the \$NZ amount) to all overseas/foreign currency transactions debited from your account.

Foreign currency credit transactions (e.g. refunds):

- The National Bank applies a currency conversion charge (of 2.5% of the \$NZ amount) to overseas/foreign currency credit transactions. In the case of refunds, the currency conversion charge applied to the original debit transaction is not refunded.

The currency conversion charge will be shown with your transaction on your account statement, for example:

Edna's Store Florida USA (USD 100.00 @ 0.500) NZ\$205.00  
(Incl Currency Conversion Charge NZ\$5.00)

## Overseas ATM Owner Fee

Banks and other financial institutions who own overseas ATMs may charge a fee for using them. At the time of the transaction, the ATM should disclose the fee amount and require you to accept the fee before you can complete your transaction. The fee will appear on your bank statement. To reduce the amount of fees you pay for overseas transactions, we recommend using overseas ATMs as infrequently as possible.

**Please note:** Use of your Card overseas may be subject to exchange controls and/or other government requirements. Compliance with these requirements is your responsibility. Retailers and other banks may determine the type of transactions permitted and the transaction limits.

## 10. Making deposits using National Bank ATM machines

You can use your Card to deposit cheques or cash (notes only) to your selected account, only through National Bank Cashpoint ATMs. Your deposits will be opened and checked by a Bank officer. If the amount contained in the envelope does not match the amount entered on your deposit slip, The National Bank will correct the error and advise you as soon as possible of the actual amount credited to your account. The National Bank is responsible for custody of your deposits as soon as you have completed the correct depositing procedures, but it is not accountable for the amount deposited until it has been verified by a Bank officer. You cannot make use of any deposited funds until they have been credited to your account as cleared funds.

## 11. Time of use

You can use your Card at any ATM, 24 hours daily, or such other operating hours as stipulated by service providers. EFTPOS is accessible 24 hours daily, but its availability will be determined by the merchants through their own hours of trading. The processing date of any particular transaction, debited to an account from an EFTPOS terminal, will depend on the time of day that the particular terminal changes over to the next banking day. Transactions affected at any time within a day may appear on your account under that same date if it is a banking day, but otherwise under the date of the next banking day.

Transactions made with merchants other than via an EFTPOS terminal will be processed when the merchant chooses to settle such transactions.

## 12. What to do if your Card is lost or stolen

If your Card is lost or stolen, or if you think your PIN has become known to someone else, you must let The National Bank know immediately. Use the 24 hour toll free number, 0800 960 960. Outside New Zealand you can call collect on +64 4 384 1730, 24 hours a day.

## 13. What happens if someone else uses my Card?

Provided that you notify The National Bank within a reasonable time period that your Card has been lost or stolen or your PIN compromised, you will not be liable for any loss that occurs before you notify us. This limitation on your liability will not apply if:

- You have negligently or recklessly disclosed your PIN, for example, by failing to take reasonable care to prevent others from identifying your PIN while using an ATM or carrying out an EFTPOS transaction
- You have kept a written record of your PIN on or with your Card, or if you have kept it in a form that can be readily identified as a PIN
- You have selected an unsuitable PIN such as birth dates, sequential numbers (e.g. 1234), parts of personal telephone numbers or other easily accessible personal data, or combinations easily identified (e.g. 1111)
- You have disclosed your PIN to anyone, whether family or those in apparent authority including bank staff
- You have unreasonably delayed notifying us that your Card has been misplaced, lost or stolen, or that your PIN has been disclosed
- You, a family member or member of your household has acted fraudulently
- You have parted with your Card or allowed someone else to use your Card
- You have failed to reasonably safeguard your Card.

In the event that these Conditions of Use are breached and/or any of the above events apply maximum liability for loss caused by that breach shall be lesser of the actual loss at the time of notification, or the maximum amount you would have been entitled to access over the relevant period.

## 14. The National Bank's liability

Except where you have acted fraudulently or negligently, The National Bank will make good any direct cost you have incurred in relation to an EBS transaction:

- If the Card used was forged, cancelled, expired, or had been issued by us in error to someone else
- If fraud or negligence by The National Bank's employees was involved
- As a result of malfunction of Electronic Funds Transfer system.

## 15. Disputing a transaction

### Notification to The National Bank

You are responsible for checking your statements and advising us of any mistakes. If you believe your statement shows an incorrect charge, or incorrectly records a transaction, or you believe you have lost funds because an ATM is not working properly, you need to notify The National Bank in writing. The operating rules with which Visa Members (of which The National Bank is one) must comply, impose time limits on reporting disputed transactions. Submission of the disputed transaction must be made to The National Bank within 60 days of the date the disputed transaction is processed to your account. It is advisable to notify The National Bank of any disputed transaction immediately upon viewing or receipt of the statement showing the disputed transaction(s).

## Merchant dispute

Any complaints regarding a merchant or goods or services purchased using your Card must be resolved with the merchant concerned. In very limited circumstances, if you do not receive goods or services you have ordered using your Card or your Card number, and if you cannot resolve your dispute with the merchant, The National Bank may be entitled to charge back the transaction and provide you with a refund.

## Information required to be submitted

If you believe an error has been made, you will need to provide The National Bank with your name and Card number and the numbers of any accounts you believe may have been affected. You will also need to describe what happened, when it happened, how much you believe has been lost and, if relevant, who the merchant is or (in the case of an ATM cash withdrawal) where the ATM is located.

## When The National Bank will respond

The National Bank will investigate and report back to you within a reasonable period. If there is any delay The National Bank will advise you of a reason for the delay.

## Action The National Bank will take

The National Bank will correct your cheque or savings account, to the extent possible, if:

- The National Bank is satisfied that an ATM was not working properly, or
- The National Bank made an error, or the Card used was forged or faulty, or
- The Card has been used fraudulently (subject to the exceptions set out in these Conditions of Use).

If, as a result of The National Bank's investigations, The National Bank believes that the charge or transaction should remain, The National Bank will write to you setting out the reasons for this conclusion.

## If you are not satisfied

You should refer your complaint to: The National Bank Visa Debit Card, Card Operations, Private Bag 39802, Wellington Mail Centre, Lower Hutt 5045. If you are unhappy with our investigation, please ask for The National Bank's brochure "If there's a problem we'd like to fix it" which is available at any branch of The National Bank. This brochure details the further options available to you.

## 16. Touchtone phone banking

Touchtone phone banking permits access to your account(s) by using a touchtone push button telephone, your customer number printed on your Card and your five digit PIN.

Touchtone phone banking may be used for carrying out various transactions, details of which are fully set out in the Ways to Bank brochure as amended from time to time. You agree to comply with the procedures and guidelines set out in the Ways to Bank brochure.

The National Bank may determine the order of priority in which payments are made from your account, and The National Bank will not be responsible for ensuring that sufficient funds are available or for making payments in the event that there are insufficient funds in your account.

Electronic payments are irrevocable by you and cannot be stopped, cancelled or altered once your payment has been processed. You must advise The National Bank immediately if any incorrect electronic payment information is shown on your bank statement.

Payments made before 8pm (local time) on business days are processed by The National Bank at 8pm that day. Those made after 8pm are processed by The National Bank the next business day.

To the extent permitted by law, The National Bank will not be liable for any direct or indirect loss or damage suffered in relation to your use of, or inability to access, touchtone phone banking at any time, or for the failure or delay in providing access to touchtone phone banking by The National Bank or any third party. You agree to indemnify The National Bank against all actions, claims, costs, expenses, losses and liabilities that are in any way related to The National Bank acting on instructions received through touchtone phone banking with your corresponding customer number and your five digit PIN, whether authorised by you or not. The National Bank may, as part of its security procedures, record and retain telephone instructions for a period of seven years.

## 17. Replacement Cards

The National Bank will send you a new Card when your current one expires. If your current Card has been lost, stolen or damaged, a new Card will be issued to you should you request one. The National Bank may charge a fee for replacement Cards

## 18. Changes to Conditions of Use

The National Bank may change these Conditions of Use at any time. If the change increases your liability for losses, or adjusts the transaction limits, you will be given at least 30 days' notice of the change in writing, to the last address held for you. For any other changes, you will be advised either in writing, by public notice, or through notices posted in National Bank branches or on The National Bank website.

## 19. Cancelling your Card

If you no longer wish to use the Card, cut it in half diagonally through the chip and return both halves to The National Bank. The National Bank may cancel your Card at any time without notice, or refuse to renew or replace your Card.

If either party ends the agreement, you will still be responsible for:

- any transactions made up to that time
- any transactions debited to your accounts in accordance with any recurring transaction request or standing order authority until the request or authority is cancelled.

## 20. Your personal information

We take your privacy very seriously. Information you provide to The National Bank will be kept strictly confidential and will be securely held by The National Bank and/or by companies in The National Bank Group. You have a right to access the information by calling us on 0800 960 960 or enquiring at any branch of The National Bank and you may also request that it be corrected. A fee may be payable.

The National Bank will make every effort to keep your personal information up to date. To assist us, please let us know of any changes in your personal details, such as your address.

How we use your information will depend on the purposes for which that information was collected. Generally The National Bank may use this information to:

- consider your application for facilities, products or services;
- administer, manage and monitor any facilities, products or services provided to you;
- conduct market research, data processing and statistical analysis; and
- unless you disagree, provide you with information about other facilities, products or services including certain third party products or services.

The National Bank may disclose information about you to The National Bank Group, agents or contractors for the above purposes.

The National Bank may use your personal information for the purpose of data matching and in doing so may collect information about you. 'Data matching' is the process of comparing your personal information with publicly available information and/or with information held by a reputable entity. The National Bank has an ongoing relationship with in order to better enable us to carry out any of the above purposes.

The National Bank may disclose your information to carefully selected third parties for the purposes of data matching, provided those third parties are subject to an obligation of confidentiality.

The National Bank may obtain information and make such enquiries about you as The National Bank may consider warranted from any source including The National Bank Group and credit reference agencies for the above purposes.

The National Bank may disclose information about you to credit reference agencies for the purpose of obtaining credit reports on you. Those credit reference agencies may retain that information and provide it to their customers who use their credit reporting services. If you default in any obligations to The National Bank, then The National Bank may disclose information about you to credit reference or debt recovery agencies and it may be retained by them. Those agencies may provide that information to their customers who use their credit reporting services.

The National Bank may also disclose account information to any authorised signatory to your accounts.

If you are under 18 years old, The National Bank may contact your parent(s)/guardian(s) to disclose, or to collect, information about you that will help The National Bank contact you, or to obtain repayment of any amount you owe The National Bank.

Our security standards are maintained and our technology regularly updated to provide protection for the information we hold. We do not sell, publish or give away your information.

Certain laws also require The National Bank to disclose your information on request, for example the Tax Administration Act 1994. If The National Bank receives a request from certain agencies to release your information, The National Bank may not be able to tell you that the request has been received. The National Bank may also disclose information to the police, certain government agencies or other financial institutions where The National Bank reasonably believes that the disclosure will assist in the investigation, detection and/or prevention of fraud or other criminal offences, such as money laundering. The National Bank Group is subject to anti-money laundering and terrorist financing legislation in force in New Zealand, Australia and other countries. You agree to provide all information to The National Bank Group which it reasonably requires to comply with these laws. Anti-money laundering and terrorist financing legislation in force in New Zealand, Australia and other countries may also prohibit us from entering or concluding transactions which involve certain countries, persons or entities. As a result, you agree that The National Bank Group may:

- delay or block any transaction, or refuse to pay any money, without incurring any liability; or
- disclose any information concerning you or the transaction to the New Zealand Police or Australian Federal Police or any relevant authority in any country in order to ascertain whether the laws in that country apply to a transaction or otherwise in compliance with those laws that aim to prevent or detect terrorist financing or money laundering, in the reasonable belief that the transaction may contravene those laws, and The National Bank Group will not incur any liability to you as a result of that action.

In this clause, 'money laundering' includes any dealing with the proceeds of criminal activity and any dealing with funds or assets of any person or entity suspected of involvement in terrorism or any terrorist act.





## **The National Bank** of New Zealand

This brochure is a summary only and is current as at 8 November 2010. Details are subject to change. For more information and full details on our accounts and packages, including terms and conditions, contact your nearest branch of The National Bank. Our lending criteria apply. Some accounts and/or customers may qualify for fee waivers. The Bank's Term Deposit Investment Statement, Foreign Currency Term Deposit Investment Statement and current Disclosure Statement may be obtained through any branch of The National Bank of New Zealand (part of ANZ National Bank Limited).