

Card Summary

Application ID: [ID number]

Date of this card summary: [Date]

Your details:

Customer Name

Address

City

Important Information

- This card summary outlines the new credit card contract you have requested. We have included key information about the money you are borrowing, the interest rates, payments you must make, the fees we charge and other important details. Other key information about your card contract is contained in the accompanying TSB Credit Mastercard® Fees Information.
- This card summary has been prepared as at the date shown at the top. The information in this card summary is current as at that date, but can change, including before you first use your card or card account.
- Please make sure you read and understand this card summary, the TSB Credit Mastercard Conditions of Use (we refer to this document in this card summary as the 'conditions of use') and the fee brochure. These documents contain details of the terms of your card contract, including important rights and obligations.
- Some of the words used in this card summary have a particular meaning. We set these out in section 2 'Certain words have special meanings' of the conditions of use.
- We can reduce or cancel your credit limit at any time and for any reason. See section 8 under the heading 'You or we can change your credit limit' of the conditions of use.
- We can cancel your cards or close your card account at any time and for any reason. See section 14 'Suspending or closing your card account and cancelling your card' of the conditions of use. If we close your card account, you will need to pay us all the amounts you owe us under the card contract when we ask you to.
- You will be bound by your card contract on first use of your card or card account. By using your card or card account, you:
 - Accept your card contract.

- Agree to borrow money from us and to comply with the terms of your card contract.
- Acknowledge that you have received, read and understood this card summary and the accompanying fee brochure and the conditions of use.
- Agree that we can provide you information electronically as set out in section 16 'How we will give you notice or contact you about your card contract' of the conditions of use.

If you would like any additional information or you would like to discuss anything about your card contract, please contact us.

A snapshot of your new credit card

Credit card type	Credit limit
We will describe what type of credit card you have here. For example, TSB Low Rate Mastercard or TSB Platinum Mastercard	We will include here your credit limit amount

Security

Your card contract is unsecured.

Details of your card contract

The following will give you more details about your card contract.

Credit card type:	We will describe what type of credit card you have here. For example, TSB Low Rate Mastercard or TSB Platinum Mastercard
Credit limit:	<p>We will include your credit limit amount here.</p> <p>[\$amount]</p> <p>This is the maximum amount you can have outstanding under your card contract.</p> <p>You are able to borrow, repay and re-borrow amounts up to the credit limit, in accordance with your card contract.</p>
What you owe on the date of this card summary:	Nil
Payments:	<p>You must pay us the minimum payment each month by its due date. The minimum payment and the due date will be set out in your statement. That due date will be 25 days from the 'closing date' of your statement (or the next working day, if that due date would not have been a working day).</p> <p>The closing date of your statement is the last day of your statement period.</p> <p>See 'Payments required' below for more details.</p>
First payment date:	If we know your first payment date, we will include it here.
How we calculate and charge interest:	See 'How we calculate and charge interest' below.
How our interest rates apply:	<p>Different transaction types have different interest rates:</p> <ul style="list-style-type: none">• The purchase interest rate applies to purchases.• The cash advance interest rate applies to cash advances.• The relevant balance transfer interest rate applies to each balance transfer. <p>See 'We calculate interest differently for different transaction types' under the heading 'How we calculate and charge interest' below for more details of how the different interest rates apply.</p>
Purchase interest rate:	We will include the purchase interest rate that applies to your card account here.

Cash advance interest rate:

We will include the cash advance interest rate that applies to your card account [here](#).

Balance transfers and balance transfer interest rate:

If you have been approved for a balance transfer with your application, this section will describe various details about your balance transfer. For example, the balance transfer amount, the likely date of processing, the balance transfer interest rate, and the period that the rate will be fixed for.

Interest-free period for purchases:

Up to 55 days.

An interest-free period will apply to a purchase when you repay the 'closing balance' in full by its due date of both:

- The statement showing the purchase being made.
- The statement before the purchase was made, if its closing balance included the unpaid balance of any purchases.

See 'How we calculate interest on purchases' under the heading 'How we calculate and charge interest' below for more details.

Default interest and default fees:

As at the date of this card summary, we do not charge default interest on your card account.

Please see our fee brochure for the late payment fees and costs that apply to your card account. These fees can change from time to time.

Credit fees:

[If a domestic courier fee applies, we'll include it here.](#)

Please see our fee brochure for the fees that apply to your card account. These fees can change from time to time.

Special terms:

[We will list here any special terms which apply.](#)

Other key information

This information is based on the position as at the date of your card summary. This information can change after the date of this card summary.

Payments required

Section 9 'Making repayments' of the conditions of use sets out the payments you must make to us.

You must repay the amounts you spend using your card or card account, along with interest and fees. You must pay these amounts at the times set out in the conditions of use and in your statements.

You must pay the minimum payment each month

Each month that your card account has an outstanding balance, your statement will set out your closing balance and the minimum payment for that month.

You must at least pay the minimum payment for the month by its due date. That due date will be 25 days after the 'closing date' of your statement (or the next working day, if that due date would not have been a working day). The closing date of your statement is the last day of its statement period.

To avoid paying interest on purchases, you need to pay the full 'closing balance' set out in your statement each month by the due date for the minimum payment.

You must pay your minimum payment even if your card account is credited with cashback rewards (if you have a TSB Platinum Mastercard) or an amount is reversed or refunded. Cashback rewards, reversals and refunds do not count as payments but do reduce your outstanding balance.

For example, if you had a minimum payment of \$50 due, you have to pay \$50. You still have to pay this even if you get \$50 of cashback rewards, or a \$50 refund or reversal, after the statement closing date.

If no more transactions are processed before the due date for the minimum payment, we will apply any cashback rewards, refunds or reversals, against your minimum payment obligations and closing balance.

Any over limit or overdue amounts may be cleared or reduced if your card account is credited with cashback rewards, a reversal or a refund.

How we calculate your minimum payment

We calculate your minimum payment as follows:

- If your closing balance is less than \$10, your minimum payment will be your full closing balance for that statement.
- If your closing balance is \$10 or more, your minimum payment will be the higher of \$10, or 3% of the closing balance up to your credit limit, cut off at a whole cent.

You can pay us more than the minimum payment each month. For example, you can pay us the full closing balance on your statement each month. If you do this, you will still need to pay the minimum payment that is due on the next month.

You must also pay us any overdue or over limit amounts

As well as the minimum payment, you must pay us any overdue and/or over limit amounts. You must pay us these immediately.

How we calculate and charge interest

Section 10 'We charge interest on your card account' of the conditions of use sets out how we charge interest on your card account. We charge interest on your account in different ways depending on the transaction type.

We calculate interest daily

We calculate daily interest by multiplying the amount we are charging interest on at the end of each day by the relevant daily interest rate. We calculate the daily interest by dividing the relevant interest rate by the actual number of days in the year. We decide the time of the end of the day for this purpose.

We charge interest to your card account monthly on the last day of your statement period (the 'closing date' of your statement).

We calculate interest differently for different transaction types

We calculate interest differently for different transaction types. We do not charge interest on fees or interest.

How we calculate interest on cash advances

We start charging interest on cash advances from the date of the cash advance. We stop charging that interest when that cash advance is repaid in full. We use your cash advance interest rate to calculate this interest.

How we calculate interest on balance transfers

We start charging interest on each balance transfer from the date we process your request for a balance transfer. We stop charging interest on the balance transfer when you repay that balance transfer in full. We use the balance transfer interest rate for that balance transfer to calculate this interest during the balance transfer period.

If you have not repaid the balance transfer in full by the end of the last day of the balance transfer period, we treat that unpaid balance as if it was a new purchase. This treatment means that your purchase interest rate will apply to the unpaid balance. That rate will apply from the next day. However, that unpaid balance may be interest-free in some cases — see 'How we calculate interest on purchases' below for more information.

How we calculate interest on purchases

We only charge interest on purchases in some cases.

If you do not pay the 'closing balance' of the statement showing a purchase being made by the due date for the minimum payment set out on that statement, we will charge interest on that purchase.

If you do not pay the closing balance of the previous statement by the due date set out on that statement, we will charge interest. We will charge interest on the unpaid purchases that have been shown in a statement and on any further purchases. We keep charging interest until you repay the closing balance and the other purchases in full.

If we do charge interest on your purchase, we use your purchase interest rate.

If we charge interest on a purchase, we start charging interest on it from the date of the purchase. We stop charging interest on the purchase when it is repaid in full. If you had previously repaid your closing balance in full but not for this statement, your next statement will include interest on purchases for the period of this statement as well.

If you have not paid your previous closing balance in full, you will need to do so to stop interest being charged on your purchases. Your next statement will also include interest on those purchases between the closing date of that statement and the date you paid your closing balance.

What happens if a transaction is reversed or adjusted?

If a transaction is adjusted or reversed, we will stop charging interest on it. Usually we stop charging interest on a reversed transaction at the time the reversal is processed. However, in some situations:

- Our interest calculations will treat the reversal of the transaction and reversed transaction as occurring on the same day. This treatment may happen if the reversal and the reversed transaction are processed in the same statement period.
- Our interest calculations will treat the reversal of the transaction as occurring on the first day of the statement period in which the reversal is processed. This treatment may happen if the reversal and reversed transaction are processed in different statement periods.

You have the right to cancel your card contract

You can cancel your card contract.

How to cancel your card contract

If you want to cancel your card contract, you must give us notice in writing. See 'How you can contact us' below for how to contact us to cancel your card contract.

What happens if you cancel your card contract shortly after we make it available to you

If you cancel your card contract within 10 working days of the date we make the card account available to you, some provisions of the Credit Contracts and Consumer Finance Act 2003 could apply. We will refund you any fees we have charged under your card contract over this

period, unless we have already incurred those costs by making the card account available to you.

If you cancel your card contract, you must pay us:

- Any money we lent you under your card contract.
- Interest — from the day we lent you money, until the day that money is repaid.
- Any fees we have charged you if we have incurred those expenses in connection with your card contract.

You must pay us these amounts within 10 working days of the date we made the card account available to you.

See section 14 under the heading 'You or we can close your card account' of the conditions of use for information about closing your card account after this time.

You can ask us for help if you experience unforeseen hardship

'Hardship' is where you are unable reasonably to meet your repayment obligations, because you are sick or injured, you have lost your job, you have ended a relationship, or another event has happened that is a reasonable cause of hardship.

We understand things can happen unexpectedly that can make it hard for you to meet all your financial responsibilities, including responsibilities you have to us under your card contract. If you are experiencing hardship or having difficulty keeping your outstanding balance at a level you can afford, including reducing your outstanding balance over time, let us know as soon as possible. We may be able to change the terms of your card contract to help.

We have helpful information and tools on our website, including an online hardship application form at www.tsb.co.nz/loans/unforeseen-hardship.

To apply for a change to your card contract because of hardship, you can:

- Use our online form.
- Write to your local branch or use the address above.
- Call us on 0800 231 233 for a copy of the application form.
- Visit your local branch to get a copy of the application form.

You will need to tell us the cause of the hardship and why you cannot meet your responsibilities.

You will also need to tell us what changes you think will help you manage your responsibilities to us under your card contract. For example, you could ask us to postpone the dates on which payments are due under your card contract.

We may only be able to change your card contract if we believe the changes you want are fair and reasonable given the hardship you are experiencing.

Contact us as soon as possible if you are having problems, or think you will have problems, making payments to us. We may have some extra requirements — for example, if:

- You have already missed some of your minimum payments.
- You have suffered hardship in the recent past.

Information about our complaints and dispute resolution procedures

If something is not right, let us know. Our complaints process is designed to address your concerns. Our complaints process and the Banking Ombudsman Scheme are available to all our customers.

You can tell us about your concerns in several ways:

- Visit your local branch.
- Call on 0800 872 226.
- Send a secure message via our website www.tsb.co.nz/contact/feedback
- Send a letter to the following address:

Complaints
TSB Service Centre
PO Box 240
New Plymouth, 4340
New Zealand

TSB has an internal complaints resolution process

We are committed to responding to your complaint in a way that is fair, timely and transparent. We will work with you to try to resolve your complaint.

You can also contact the Banking Ombudsman

We are a member of the Banking Ombudsman Scheme, an approved dispute resolution scheme. As our customer, you can access the Banking Ombudsman Scheme. If our internal complaints process does not resolve your complaint to your satisfaction, the Banking Ombudsman may help investigate or resolve your complaint. The Banking Ombudsman can consider most complaints.

The Banking Ombudsman's service is free and independent. You can contact the Banking Ombudsman any time about your complaint. See the Banking Ombudsman's website www.bankomb.org.nz for more information.

How to contact the Banking Ombudsman

You can contact the Banking Ombudsman Scheme in several ways:

- From their website www.bankomb.org.nz/contact-us/
- Send a letter to the following address:

The Banking Ombudsman
Freepost 218002
PO Box 25327
Wellington, 6146
New Zealand

- Email help@bankomb.org.nz
- Call on 0800 805 950 or +64 4 915 0400 (from overseas).

Financial Service Providers Register

We are registered on the Financial Service Providers Register under the name TSB BANK LIMITED (registration number FSP22621).

When we will give you regular statements

We will give you statements for your card account monthly. In certain circumstances, such as while we do not have any contact details for you, we are not required to send you statements. If your contact details change, give us your new details so you continue to receive your statements.

How you can contact us

You can give us notices or other communications electronically in one of the following ways:

- Send us an email, using the address on the front page of this card summary.
- Send us a message by any other electronic means we use with you — for example, you can send us a message by mobile or online banking.

Our current contact details are set out on the front page of this card summary.