



Woolworths Money Everyday Platinum Credit Card Insurance

Terms and Conditions

EFFECTIVE 1 FEBRUARY 2015

Woolworths Money Everyday Platinum Credit Card Insurance Terms and Conditions

Important note: These insurance covers are applicable to Woolworths Money Everyday Platinum Credit Card cardholders only.

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Cover is effective from 1 February 2015.

THIS BOOKLET CONTAINS IMPORTANT INFORMATION ABOUT WOOLWORTHS MONEY EVERYDAY PLATINUM CREDIT CARD INSURANCE AND SHOULD BE READ CAREFULLY AND STORED IN A SAFE PLACE.

Importantly, "We", "Us" and "Our" in this section refers to the insurer ACE Insurance Limited (ABN 23 001 642 020, AFS Licence No. 239687) of 28-34 O'Connell Street, Sydney NSW 2000 (**ACE**), and not Macquarie Bank, the issuer of your card.

We recommend that You take this with You when You travel.

Please note that amounts quoted are in Australian dollars.

Important information about the covers

These Terms and Conditions set out important information about the insurance available to Cardmembers. The Terms and Conditions explain the nature of the arrangements and their relevant benefits and risks.

Macquarie Bank Limited ABN: 46 008 583 542, AFSL No. 237502 of 1 Shelly Street, Sydney, NSW 2000 (**Macquarie Bank**) is the insured under a master policy (the Master Policy).

The Woolworths Money Everyday Platinum Credit Card policy number is 01PN529931.

This Master Policy may be accessed by Cardmembers. The Master Policy is underwritten by the insurer ACE Insurance Limited.

ACE can be contacted as follows:

Address	28 O'Connell Street Sydney NSW 2000
Postal address	GPO Box 4065 Sydney NSW 2001
Telephone	1300 791 804
Facsimile	+61 2 9335 3467
Email	CustomerService.AUNZ@acegroup.com
Claim lodgement	A&HClaims.AU@acegroup.com

Under the Master Policy entered into between Macquarie Bank and ACE You get automatic access to the benefits detailed in these Terms and Conditions provided by ACE as the insurer. You are not charged by ACE for these benefits and can access the relevant benefits if You are a Cardmember.

Access to cover is provided to you solely by reason of the statutory operation of section 48 of the *Insurance Contracts Act 1984* (Cth). You do not enter into an agreement with ACE and ACE does not hold anything on trust for You under this Master Policy. Macquarie Bank is not the insurer, does not guarantee or hold this right on trust for You, does not act on ACE's or Your behalf and is not authorised to and makes no recommendation in relation to these insurances. Neither Macquarie Bank nor any of its related corporations are Authorised Representatives (under the *Corporations Act 2001* (Cth) of ACE or any of its related companies. Macquarie Bank has no responsibility or liability to You in relation to any insurance claims.

ACE or Macquarie Bank may vary, terminate or not renew the Master Policy where permitted by law and Your consent may not be required in each case. Macquarie Bank will notify You of any variation, termination or non-renewal of the policies. Variation, termination or non-renewal does not affect Your rights arising before these events occurred.

No advice is provided by ACE or Macquarie Bank on whether this insurance is appropriate for Your needs, financial situation or objectives. You are not obliged to accept any of the benefits of the cover applicable to Your Woolworths Money Everyday Platinum Credit Card. However, if You wish to make a claim under the appropriate cover provided in this section, You will be bound by the definitions, terms and conditions, exclusions and claims procedures set out in this document. **PLEASE READ THIS DOCUMENT CAREFULLY AND KEEP IT IN A SAFE PLACE.**

Please keep detailed particulars and proof of any loss including, but not limited to, the sales receipt and credit card account statement showing any purchases made.

These Terms and Conditions were prepared on 14 November 2014.

Other insurance

The insurance cover described in this document is provided for Your benefit under the Master Policy entered into between ACE and Macquarie Bank. If You are entitled to receive a benefit or make a claim under another policy (for example a comprehensive Accident and Sickness or Unemployment policy) in respect of the same loss as Your claim under this Master Policy, then ACE is not liable to provide indemnity under this Master Policy until the amount of any indemnity under the other policy is exhausted. Therefore, any insurance cover under this Master Policy in respect of the same loss shall only be excess insurance cover over and above the applicable other policy.

Benefits and scope of covers

The terms of cover set out below describe the benefits provided to You pursuant to the Master Policy and the terms and conditions which apply to this Master Policy. By way of summary only, You are, from the time You become an Cardmember until the time access to the benefit terminates, entitled to coverage for:

Woolworths Money Everyday Platinum Credit Card benefits	
Purchase Security Insurance and Wallet Guard	Purchase Security – Up to \$25,000 in any one year, \$2,500 per Eligible Item, subject to \$250 excess. Wallet Guard – Up to \$500 per covered person, subject to excess of 10% of the claimable value.

This is a summary only. Please refer to each benefit section of the document for a complete list of benefit limits and applicable terms and conditions.

Termination

Cover will terminate at the earlier of the following:

- cancellation of Your Woolworths Money Everyday Platinum Credit Card Account, or
- termination of the Master Policy.

The cover provided is subject to any endorsements and/or amendments to the Master Policy from time to time.

How to make a claim

If You fail to comply with the terms and conditions of this cover, We may be entitled to refuse to pay or reduce any claim that may be payable.

Please first read the relevant section of the specific and general terms and conditions to determine what is covered, noting particularly any conditions and exclusions and/or requests for specific data relating to Your claim.

In the event of a medical emergency or for travel assistance whilst overseas call ACE Assistance on +61 2 8907 5666.

- Initial notice of a claim can be made by phone +61 2 8907 5666 or in writing by email to A&HClaims.AU@acegroup.com or post to The Claims Department, ACE Insurance Limited, GPO Box 4907, Sydney NSW 2001, within the later of twenty (20) days after the claim event or as soon as reasonably practicable thereafter. Your failure to furnish Us with notice within the time provided in these Terms and Conditions will not invalidate any claim but We may reduce Our liability under these Terms and Conditions to the extent We have suffered any prejudice due to such failure.
- In order to process Your claim You will be required to complete and send a claim form to Us. Please contact us on 1300 791 804 for a claim form. The claim form lists the information that We may require to process Your claim. Upon Our request You may be required to provide further documents in support of Your claim which may include original documentation or written proof.
- Benefits will be payable upon receipt of written proof, as required by Us, of a legitimate covered loss.
- We will make payments within thirty (30) days if You are entitled to receive reimbursement.

All information and evidence required by Us or Our agents shall be furnished at the expense of You or Your personal representative and shall be in such form and of such nature as We may prescribe.

ACE's complaints and dispute procedures

ACE takes the concerns of its customers very seriously and has detailed complaint handling and dispute resolution procedures that You may access, at no cost to You. To obtain a copy of Our procedures, please contact Us on 1800 815 675 or email Complaints.AU@acegroup.com. To assist ACE with Your enquiries, please provide Us with Your claim or policy number (if applicable) and as much information You can about the reason for Your complaint or dispute. ACE's complaints and dispute procedures are as follows:

Stage 1: Complaint Handling Procedure

If You are dissatisfied with any of ACE's products or services and You wish to lodge a complaint, please contact Us at:

Postal address: The Complaints Officer
ACE Insurance Limited
GPO Box 4907
Sydney NSW 2001
Telephone: 1800 815 675
Facsimile: (+61 2) 9335 3467
Email: Complaints.AU@acegroup.com

Stage 2: Dispute Resolution Procedure

If You are dissatisfied with Our response to Your complaint, You may ask that Your complaint be treated as a dispute and referred to ACE's dispute resolution team at:

Postal address: Internal Dispute Resolution Service
ACE Insurance Limited
GPO Box 4907
Sydney NSW 2001
Telephone: (+61 2) 9335 3200
Facsimile: (+61 2) 9335 3467
Email: DisputeResolution.AU@acegroup.com

Stage 3: External Dispute Resolution

If We are unable to respond to Your complaint or dispute to Your satisfaction, You may refer the matter to the Financial Ombudsman Service (FOS) for review. FOS will only review disputes if they have gone through Our Complaint Handling and Dispute Resolution procedures. FOS provides a free and independent dispute resolution service for consumers who have general insurance disputes falling within its terms of reference and its contact details are:

Postal address: Financial Ombudsman Service
GPO Box 3
Melbourne VIC 3001

Telephone: 1300 780 808
Facsimile: (+61 3) 9613 6399
Email: info@fos.org.au
Web: www.fos.org.au

Privacy statement

ACE Insurance Limited (ACE) is committed to protecting your privacy. This document provides you with an overview of how we handle your personal information. Our Privacy Policy can be accessed on our website at www.acegroup.com/au

Personal Information Handling Practices

Collection, Use and Disclosure

We collect your personal information (which may include sensitive information) when you are applying for, changing or renewing an insurance policy with us or when we are processing a claim in order to help us properly administrate your insurance proposal, policy or claim.

Personal information may be obtained by us directly from you or via a third party such as your insurance intermediary or employer (eg in the case of a group insurance policy).

When information is provided to us via a third party we use that information on the basis that you have consented or would reasonably expect us to collect your personal information in this way and we take reasonable steps to ensure that you have been made aware of how we handle your personal information.

The primary purpose for our collection and use of your personal information is to enable us to provide insurance services to you. Sometimes, we may use your personal information for our marketing campaigns, in relation to new products, services or information that may be of interest to you.

We may disclose the information we collect to third parties, including service providers engaged by us to carry out certain business activities on our behalf (such as assessors and call centres in Australia). In some circumstances, in order to provide our services to you, we may need to transfer personal information to other entities within the ACE Group of companies, (such as the regional head offices of ACE located in Singapore, UK or USA) or third parties with whom we, or those other ACE Group entities, have sub-contracted to provide a specific service for us and these may be outside of Australia. In particular, certain business process functions of ACE are performed by a dedicated servicing unit located in the Philippines. Please note that no personal information is disclosed by us to any overseas entity for marketing purposes.

In all instances where personal information may be disclosed overseas, in addition to any local data privacy laws, we have measures in place to ensure that those parties hold and use that information in accordance with the consent you have provided and in accordance with our obligations to you under the Privacy Act 1998 (Cth).

Your choices

In dealing with us, you agree to us using and disclosing your personal information as set out in this statement and our Privacy Policy. This consent remains valid unless you alter or revoke it by giving written notice to our Privacy Officer. However, should you choose to withdraw your consent it is important for you to understand that this may mean we may not be able to provide you or your organisation with insurance or to respond to any claim.

How to contact Us

If you would like a copy of your personal information, or to correct or update it, please contact our customer relations team on 1800 815 675 or email CustomerService.AUNZ@acegroup.com.

If you have a complaint or would like more information about how we manage your personal information, please review our Privacy Policy for more details or contact the Privacy Officer, ACE Insurance Limited, GPO Box 4907, Sydney NSW 2001, Tel: +61 2 9335 3200 or email Privacy.AU@acegroup.com.

General Insurance Code of Practice

We are a signatory to the General Insurance Code of Practice (the Code). The purpose of the Code is to raise standards or practice and service in the general insurance industry. Further information about the Code is available at www.codeofpractice.com.au and on request.

Financial Claims Scheme and compensation arrangements

We are an insurance company authorised under the Insurance Act 1973 (Insurance Act) to carry on general insurance business in Australia by the Australian Prudential Regulation Authority (APRA) and are subject to the prudential requirements of the Insurance Act. The Insurance Act contains prudential standards and practices designed to ensure that, under all reasonable circumstances, financial promises made by Us are met within a stable, efficient and competitive financial system.

Because of this:

- the protection provided under the Financial Claims Scheme legislation applies in relation to Us and the Master Policy. If We were to fail and were unable to meet Our obligations under the Master Policy, a person entitled to claim under insurance cover under the Master Policy may be entitled to payment under the Financial Claims Scheme (access to the Scheme is subject to eligibility criteria). Information about the Financial Claims Scheme can be obtained from the APRA website at <http://www.apra.gov.au> and the APRA hotline on 1300 13 10 60, and
- we are exempted by the Corporations Act 2001 from the requirement to meet the compensation arrangements Australian financial services licensees must have in place to compensate retail clients for loss or damage suffered because of breaches by the licensee or its representatives of Chapter 7 of that Act. We have compensation arrangements in place that are in accordance with the Insurance Act.

Activation of insurance

Important: In order to be eligible for Purchase Security Insurance benefits, You must first purchase and pay for the full amount of an Eligible Item with Your Woolworths Money Everyday Platinum Credit Card Account.

Benefits

Purchase Security Insurance and Wallet Guard

Definitions under Purchase Security Insurance and Wallet Guard

Cardmember means the account holder, including any additional card holder, of a Woolworths Money Everyday Platinum Credit Card Account and who permanently resides in Australia.

Cash means coins and bank notes of legal tender.

Dependent Child/Children means either:

1. Cardmember's children up to and including the age of nineteen (19) who permanently reside with You, and/or
2. Cardmember's children from the age of nineteen (19) to and including the age of twenty-five (25) who are full-time students attending an accredited institution of higher learning in Australia, and are dependent upon You for their maintenance and support and permanently reside with You when they are not attending the accredited institution of higher learning
3. any Cardmember's child who is physically or mentally incapable of self-support upon attaining age 19 may continue to be included as a Dependent Child under this policy whilst they remain incapacitated and unmarried.

Eligible Item means an item that is:

1. purchased solely for personal use, and
2. new and has not been used, and
3. not purchased privately, and
4. the cost of which has been charged to Your Woolworths Money Everyday Platinum Credit Card Account

but does not include an item that is:

1. acquired for the purpose of re-supply/ re-sale, or
2. acquired for transformation in a business, or
3. purchased in a business name, or
4. business owned or business related articles, or
5. an animal or plant life, or
6. computer software or a non-tangible article, or
7. cash, bullion, negotiable instruments, trading cards, lottery tickets or other gambling related articles, tickets of any description, travellers cheques, or collections such as stamps, coins and cards, or
8. consumable or perishable (including but not limited to food, drugs, fuel or oil), or
9. a boat, automobile, motorboat, airplane or any other motorised vehicle, or their integral parts and installed accessories, or
10. a second-hand article, including antiques, or
11. an article of contraband, or
12. real estate and movable fixtures or fittings (including but not limited to dish washers and fixed air conditioners) which form part of, or are intended to form part of, any home or real estate.

Home means your usual place of residence in Australia.

Pair or Set means a number of Eligible Items used together, associated as being similar or complimentary.

Personal Effects means the personal items contained in Your Wallet.

Purchase Price means the amount shown on Your Woolworths Money Everyday Platinum Credit Card Account billing statement.

Specially Designated List means names of a person, entities, groups or corporate specified on a list who are subject to trade or economic sanctions or other such similar laws or regulations of the United States of America, Australia, United Nations, European Union or United Kingdom.

Terrorism means activities against persons, organisations or property of any nature:

- a. that involves the following or preparation for the following:
 - i. use of, or threat of, force or violence, or
 - ii. commission of, or threat of, force or violence, or
 - iii. commission of, or threat of, an act that interferes with or disrupts an electronic, communication, information, or mechanical system, and
- b. when one (1) or both of the following applies:
 - i. the effect is to intimidate or coerce a government or the civilian population or any segment thereof, or to disrupt any segment of the economy, and/or
 - ii. it appears that the intent is to intimidate or coerce a government, or to further political, ideological, religious, social or economic objectives or to express (or express opposition to) a philosophy or ideology.

Theft means the unlawful and unauthorised taking of property with the intention to permanently deprive the owner of it.

Valuable Document means Your passport, visa, birth certificate, drivers licence or any other documents belonging to You issued by any governmental, statutory or regulatory authority in Australia.

Wallet means a wallet, handbag, purse or briefcase used for carrying Your Personal Effects.

Wallet Theft means the act of theft, burglary, robbery, or stealing of Personal Effects, Cash, Valuable Documents, and Wallet from You whilst You are outside Your Home.

You/Your means a Cardmember, their spouse and dependent child/children.

We/Our/Us means ACE Insurance Limited (ABN 23 001 642 020, AFS Licence No. 239687).

Cover

Cover is provided under this section for the following benefit, subject to all terms, conditions and limitations set out in this document.

1. Theft or damage of Eligible Items

Following theft or damage to an Eligible Item within ninety (90) days of purchase, We will repair the Eligible Item or credit Your Woolworths Money Everyday Platinum Credit Card Account with an amount not exceeding the Purchase Price of the Eligible Item.

We will pay up to:

- a. \$2,500 for jewellery, watches, precious metals and gem stones, from any one (1) event
- b. \$2,500 per event only
- c. \$25,000 in any one (1) three hundred and sixty-five (365) day period.

Excess applicable to Purchase Security Insurance

1. \$250 per person per claim.

2. **Theft of Personal Effects, Cash, Valuable Documents and Wallet**
Lump sum payment up to \$500 per covered person to replace Your Personal Effects, Cash, Valuable Documents and Wallet when force or violence is used or threatened to deprive You of Your Personal Effects, Cash, Valuable Documents or Wallet, as a result of Wallet Theft.

Excess applicable to Wallet Guard

1. 10% of the claimable amount will be deducted for each and every claim.

Terms and Conditions applicable to Purchase Security Insurance and Wallet Guard

1. If an Eligible Item has been partially paid for with Your Woolworths Money Everyday Platinum Credit Card Account, then We will only pay that percentage of the price.
2. Claims made for an Eligible Item belonging to a Pair or Set, will be paid to You up to the full Purchase Price of the Pair or Set, provided the items are not usable individually and cannot be replaced.
3. Eligible Items which are left unattended in a place accessible to the public and which are not subsequently recovered shall not constitute theft.
4. If You purchase the Eligible Item as a gift for someone else, You may request for Us to pay a valid claim directly to the recipient of the gift.
5. In the event of a claim You must provide Us with copies of invoices and/or receipts relating to the Eligible Item verifying the items were charged to Your Woolworths Money Everyday Platinum Credit Card Account and upon request, You must also provide Us with the damaged Eligible Item or receipt as proof of mailing/shipping.

Exclusions under Purchase Security Insurance and Wallet Guard

Cover does **not** extend to any loss caused or contributed to by:

1. damage to Eligible Items physically abused by You
2. lost or stolen Eligible Items not reported to the Police within forty-eight (48) hours of discovery and a written report obtained
3. Eligible Items which are left unattended in a place accessible to the public
4. normal wear and tear to Eligible Items
5. damage to Eligible Items caused by product defects
6. Theft or damage to Eligible Items in an unattended vehicle
7. Theft, or damage to jewellery, watches, precious metals and gemstones in baggage unless carried by hand and under Your personal supervision or under the supervision of a travelling companion previously known to You
8. Theft, or damage to cash, its equivalents, traveller's cheques, tickets or negotiable instruments
9. Theft, or damage to animals, living plants, perishable goods
10. Theft or damage to items from Your Home or office
11. Wallet Theft occurring inside Your Home
12. Wallet Theft not reported to the police or relevant authority having jurisdiction where the event occurred, immediately or within 24 hours
13. Wallet Theft where Your Wallet was not being carried by You
14. any loss arising from any business pursuits or Theft of commercial identity
15. a deliberate, criminal or illegal act by You

16. Theft, or damage, to electronic items and equipment, including but not limited to, personal stereos, MP3 players, iPods or equivalents, computers/laptops or computer related equipment (and software), PDAs, mobile phones, smart phones, and their accessories
17. You being under the influence of alcohol or any other drug unless it was prescribed by a medical doctor and taken in accordance with the doctor's advice
18. travel into hazardous work sites (eg underwater, mines, construction sites, oilrigs, etc)
19. declared or undeclared war or any act thereof; however, any act committed by an agent of any government, party or faction engaged in war, hostilities or other warlike operations provided such agent is acting secretly and not in connection with any operation of armed forces (whether military, naval, or air forces) in the country where the injury occurs shall not be deemed an act of war
20. service in the military, naval or air service of any country
21. participation in any military, police or fire-fighting activity
22. activities undertaken as an operator or crew member of any conveyance
23. flying in military aircraft or any aircraft which requires special permits or waivers
24. commission of or attempt to commit an illegal act by or on behalf of You or Your beneficiaries
25. direct or indirect, actual, alleged or threatened discharge, dispersal, seepage, migration, escape, release of or exposure to any hazardous biological, chemical, nuclear or radioactive material, gas, matter or contamination
26. any loss or expense with respect to Cuba or a specially designated person, entity, group or company on the Specially Designated List or which if reimbursed or paid by Us would result in Us being in breach of trade or economic sanctions or other such similar laws or regulations
27. any act of Terrorism.

For more information call **1300 10 1234** or visit
woolworthsmoney.com.au