



NAB Commercial Cards Unauthorised Transaction Insurance

**Policy Information Booklet
Effective 1 November 2023**

Contact Allianz Global Assistance Claims & Enquiries

You can contact Allianz Global Assistance for claims and enquiries using the contact details below.

Online: Access claim forms 24 hours a day 7 days a week at: travel.agaassistance.com.au/nab/make-a-claim

Phone 1800 187 025 (within Australia)

Enquiries

Monday to Friday 8.00am to 7.00pm AEST

Claims

Monday to Friday 8.30am to 5.00pm AEST

E-mail cardclaims@allianz-assistance.com.au

Changes to this booklet

The information in this booklet is subject to change from time to time and is correct and current as at the date on the cover. The Termination or variation of cover clause on page 3 sets out the notice the Bank will provide to you when changes are made to the terms and conditions related to the insurance cover available to you or where the policy is terminated. A new policy information booklet reflecting the changes will be made available on the Bank's website www.nab.com.au.

The Insurer is:

Allianz Australia Insurance Limited (Allianz)
ABN 15 000 122 850, AFSL 234708 of Level 16,
10 Carrington Street, Sydney NSW 2000.

The Group Policy is issued and managed by:

AWP Australia Pty Ltd ABN 52 097 227 177, AFSL 245631
trading as Allianz Global Assistance of Level 16,
310 Ann Street, Brisbane, QLD 4000.

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Important information about the complimentary cover available

This booklet describes the complimentary insurance benefits provided by Allianz Australia Insurance Limited (Allianz), which are available to NAB commercial card facility accountholders under Unauthorised Transaction Insurance.

Cover applies to events occurring on or after 1 November 2023. You are not covered for events occurring after termination of, or expiry of the period of the Group Policy. The Bank will advise accountholders of any replacement cover.

Allianz – the insurer

This cover is available under a Group Policy issued to the Bank by AWP Australia Pty Ltd, ABN 52 097 227 177, AFSL 245631 trading as Allianz Global Assistance of Level 16, 310 Ann Street, Brisbane, QLD 4000 (Allianz Global Assistance) under a binder from the insurer, Allianz Australia Insurance Limited, ABN 15 000 122 850, AFSL 234708, of Level 16, 10 Carrington Street, Sydney, NSW 2000 (Allianz). For general enquiries call Allianz Global Assistance. Allianz Global Assistance issues and manages the Group Policy on behalf of Allianz.

The cover described in this booklet is available for your benefit under a Group Policy entered into between Allianz Global Assistance on behalf of Allianz and the Bank.

The Bank is the Group Policy owner. When eligible, you have the benefit of cover as a third party beneficiary by reason of the statutory operation of Section 48 of the Insurance Contracts Act 1984 (Cth).

There is no obligation to accept any of these benefits. However, if an eligible beneficiary wishes to claim any of these benefits, they will be bound by the definitions, terms, conditions, exclusions, limits, applicable sub-limits and claims procedures contained in this booklet.

Please read this booklet carefully and keep it in a safe place.

Also please keep detailed particulars and proof of any loss. Examples may include sales receipts and NAB commercial card facility account statements showing any unauthorised transactions.

The Bank is not the issuer (insurer) of the cover

The Bank is not the issuer (insurer) of the cover and neither it nor any of its related corporations guarantee or are liable to pay any of the benefits under the cover available.

These benefits are available to the beneficiaries upon meeting the eligibility requirements under this cover. Neither the Bank nor any of its related corporations are Authorised Representatives of Allianz, Allianz Global Assistance or any of their related companies and the Bank does not receive any commission or remuneration in relation to the insurance set out in this booklet.

Termination or variation of cover

The Bank or Allianz may terminate or agree to vary the terms, conditions and cover available to cardholders under the Group Policy as set out in this booklet. If this occurs, The Bank will give the accountholder at least 30 days' written notice before the termination or change takes effect. The Bank may give less notice, or publish the notice on the Bank's website if:

- there is a minor change with no effect to the cardholders' cover or the eligibility criteria (e.g. a change of contact details); or
- the variation is favourable to the cardholder (in which case the Bank will take reasonable steps to provide written notice as soon as reasonably possible); or
- The Bank and Allianz is reasonably required to act quickly to change the terms of the Group Policy to manage a material and immediate risk arising from:
 - a. a potential or actual breach of any law; or
 - b. a proposed change in, or interpretation of, a law or any decision, recommendation, regulatory guidance or standard of any court, tribunal, ombudsman service, regulatory or other similar body.

A risk will be considered material and immediate if to protect the Bank's and/or Allianz' legitimate business interests, the Bank and/or Allianz are required to act quickly to change the terms, conditions and/or cover, or terminate the cover, as set out in this booklet.

Where there is a termination or change to the terms, conditions and/or cover as set out in this booklet, the existing terms, conditions and/or cover will only apply to events occurring before the date of the change or termination.

Where the Group Policy is terminated, no cover is available for events occurring after the date of termination. The Bank will provide accountholders with details of any replacement cover and its relevant effective date.

Other insurances

If you are entitled to receive a benefit or make a claim under another insurance policy (Other Policy), in respect of the same loss as your claim under the Group Policy, then, subject to the provisions of the Insurance Contracts Act 1984 (Cth), Allianz is not liable to provide indemnity under the Group Policy until the amount of any indemnity under that Other Policy is exhausted. In other words, any cover available under the Group Policy in respect of the same loss shall only be excess insurance cover over and above the applicable Other Policy.

If you make a claim under another insurance policy and you are not paid the full amount of the claim, then, subject to the provisions of the Insurance Contracts Act 1984 (Cth), the cover available to you under the Group Policy will make up the difference, to the extent of cover that applies, in accordance with the terms and conditions contained in this booklet.

Should we make payment to you for the full amount of the claim, we may seek contribution from your other insurer. In such circumstances, you must give us any information that we reasonably require to help us make a contribution claim from the other insurer.

Limitation of cover

Regardless of any other provision of the policy, we shall not be deemed to provide cover or be liable to pay any claim or provide any benefit (including a refund on premium) under this policy to the extent that the provision of such cover, payment of such claim or provision of such benefit would contravene or otherwise expose us to the risk of any penalty, sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of Australia, New Zealand, the European Union, United Kingdom or United States of America.

Allianz Global Assistance Privacy Notice

To offer or provide you with our insurance services, we, namely AWP Australia Pty Ltd ABN 52 097 227 177 trading as 'Allianz Global Assistance' and as agent for the insurer Allianz, collects, stores, uses, and discloses your personal information including sensitive information. The insurance cover arises from a Group Policy taken out between your bank and Allianz and under which you are entitled to cover as a beneficiary when you meet the eligibility criteria set out in the Group Policy wording.

We usually collect your personal information directly from you, but sometimes from others depending upon the circumstances.

For example, when you make a claim for cover, we may collect your personal information from you, the Group Policy holder (to check you have met eligibility requirements), your family members and travel companions, as well as from third parties that provide services including doctors, hospitals, airlines, travel and accommodation providers, your agents and representatives, our agents, and other service providers. We are responsible for ensuring your personal information is used and protected in accordance with applicable laws and regulations, including the Privacy Act 1988 (Cth). We collect your personal information to enable us to properly assess and manage your insurance claim, and to provide the services we have agreed to provide under the Group Policy. For example, we collect your name, address, date of birth, email address, and sometimes your medical information, bank account details, as well as other information we collect through devices like 'cookies' when you visit our website such as your IP address and online preferences.

We use your personal information to offer and provide our services and to manage your and our rights and obligations in connection with your claim. For instance, we use it to check, process, and finalise your insurance claim. We may also use it for product development, customer data analytics, research, IT systems maintenance and development, recovery against third parties, for the detection and investigation of fraud, and for other purposes with your consent or where permitted by law.

We do not use your personal or sensitive information for marketing purposes or provide that information to any third parties for marketing.

Your personal information may be disclosed to third parties (some of whom are data processors) who assist us to carry out the above activities both inside and outside of Australia, such as claims management providers, travel agents and intermediaries, insurers, investigators, cost containment providers, medical and health service providers, overseas data storage (including 'cloud' storage) and data handling providers, legal and other professional advisers, your agents, your travel group leader if you travel in a group, your bank (NAB) if you are the beneficiary of the bank's card insurances, insurance reference bureaux, and our related and group companies including Allianz. Some of these third parties may be located in other countries including in Europe, Asia, Canada, or the USA.

When you provide personal information to us about other individuals, we rely on you to have first obtained the individual's consent, and to have made them aware of the matters set out in this Privacy Notice.

You may also seek access to your personal data and ask us to correct and update it. We will delete your personal data when we no longer need it for a legitimate purpose.

You may not access or correct personal information of others unless you have been authorised by their express consent, or unless they are your dependants under 16 years of age.

If you have a request or complaint concerning your personal information or about data privacy, please contact: The Privacy Officer, Allianz Global Assistance, PO Box 162, Toowong, QLD 4066, or email DataPrivacyAU@allianz-assistance.com.au.

You can also contact the Privacy Commissioner at the Office of The Australian Information Commissioner, GPO Box 5288, Sydney NSW 2001 if you have a complaint.

For more information about our corporate privacy policy and handling of personal information, including further details about access, correction and complaints, please visit our website at www.allianz-assistance.com.au and click on the 'Privacy & Security' link in the footer.

If you do not agree with the matters set out in our privacy policy or will not provide us with the personal information we request, we may not be able to provide you with our services including the assessment and payment of any claims. In cases where we cannot comply with your request concerning your personal information, we will give you reasons why.

Definitions

There are some words in this booklet that have a special meaning. When the following words and phrases appear in this booklet they have the meanings given below. The use of the singular shall also include the use of the plural and vice versa.

accountholder means any NAB customer, being a business entity or corporation who has entered into a NAB commercial card facility.

Allianz means Allianz Australia Insurance Limited
ABN 15 000 122 850, AFSL 234708.

Allianz Global Assistance means AWP Australia Pty Ltd
ABN 52 097 227 177, AFSL 245631.

Bank means National Australia Bank Limited (NAB) ABN 12 004 044 937 of Level 28, 395 Bourke Street, Melbourne, VIC, 3000.

cardholder means an Australian resident who has been nominated by the accountholder and issued with a NAB commercial card by NAB, at the request of the accountholder.

Group Policy means an insurance policy on the terms and conditions set out in this booklet, issued by Allianz Global Assistance on behalf of the Insurer Allianz, under which the Insurer does, by operation of section 48 of the Insurance Contracts Act, provide insurance cover benefits for cardholders as third party beneficiaries (as that term is defined in the Insurance Contracts Act).

NAB means National Australia Bank Limited ABN 12 004 044 937, AFSL and Australian credit licence 230686.

NAB commercial card means a current and valid:

- NAB Rewards Business Signature Card, or
- NAB Qantas Business Signature Card, or
- NAB Low Rate Business Card, or
- NAB Business Card, or
- NAB Purchasing and Corporate Card, or
- NAB Business Visa Debit Card.

reasonable means:

- for situations where we ask you to do something such as to assist us, or to provide documents or information, or to take reasonable care or to make reasonable efforts - to the extent that is practically achievable by you and within your control or ability using ordinary efforts;
- for legal costs or expenses – the usual or normal legal costs and expenses incurred in defending or settling a claim, including engaging a mid-tier firm of lawyers, their reasonable disbursements etc, not extravagant;
- for conduct, acts or knowledge of ‘a reasonable person’ – what would be expected of an average person in the circumstances having regard to common community standards and fairness, and achievable by the insured through normal endeavours;
- for any other circumstances - what is reasonable in the circumstances, having regard to common community standards, and fairness.

unauthorised transaction means a NAB commercial card transaction which has been made by the cardholder but was not authorised in any way by the accountholder and/or was outside the cardholder’s authority to transact.

we, our and us means Allianz Australia Insurance Limited and its agent AWP Australia Pty Ltd trading as Allianz Global Assistance.

you and your means the accountholder.

Part A – Eligibility for Cover

Who is eligible?

Accountholders of a NAB commercial card facility are eligible for the benefit of Unauthorised Transaction Insurance.

Part B – Period of Cover

Unauthorised Transaction Insurance is available for the duration of the period that the accountholder's NAB commercial card facility is current and valid.

Part C – Benefit Limits

The maximum limits of what we will pay under Unauthorised Transaction Insurance are set out below: All limits and sub-limits are shown in Australian dollars.

The cover available is outlined in Part E and is subject to the applicable terms, conditions, exclusions, limits and applicable sub-limits.

If you need advice in respect of your particular circumstances or needs please consult an appropriately licensed insurance adviser.

Limit

Limit of \$20,000 for any one event with a maximum total limit of \$200,000 for all claims per NAB commercial card facility in any twelve (12) consecutive month period of cover.

Part D – Excess & Exclusions

Excess

No excess applies to any claim payable under Unauthorised Transaction Insurance.

Exclusions

The exclusions below set out what is not covered.

To the extent permitted by law we do not cover you for any loss, damage or expense caused by or arising from:

1. any indirect losses or consequential liability of any kind. This means we don't cover you for anything not expressly described in the cover section of this booklet. Some examples of what we won't pay for include additional fees or charges incurred, losses incurred due to breach of contract, the inability to meet debts or make payments or punitive damages;

2. providing cover or being liable to pay any claim or provide any benefit (including a refund on premium) under this policy to the extent that the provision of such cover, payment of such claim or provision of such benefit would contravene or otherwise expose us to the risk of any penalty, sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of Australia, New Zealand, the European Union, United Kingdom or United States of America;
3. any illegal act committed by you or any person acting on your behalf;
4. any unauthorised transactions incurred by any director, partner, principal or owner of the accountholder, or the spouse/partner, son, daughter, father or mother of the said directors, partners, principals or owners of the accountholder;
5. any loss caused by an act of terrorism.

Part E – The Cover Available

What we cover

If during the period of cover available an unauthorised transaction is incurred on the accountholder's NAB commercial card facility by a cardholder, we will indemnify the accountholder for the loss they incur up to the limits specified in Part C - Benefit Limits.

Conditions

It is a condition of this insurance that you must take all reasonable steps to ensure your cardholders use their NAB commercial card in accordance with your instructions and any authority you have given to the cardholder, including (but not limited to) the following:

- you must instruct your cardholders in writing of the limits of their authority to use their NAB commercial card.
- When:
 - you no longer wish a cardholder to use their NAB commercial card; or
 - the cardholder's employment is terminated or the cardholder resigns; or
 - you become aware or suspect that an unauthorised

transaction had been transacted (e.g. when an unauthorised transaction shows on a statement) or is likely to be transacted by the cardholder,

you must:

- as soon as reasonably possible communicate with the cardholder advising the cardholder that they are no longer authorised to use the NAB commercial card; and
- cancel the cardholder's NAB commercial card.

Subject to the claim being established and accepted by us, we will make payment to you of any unauthorised transaction amounts.

Claims

How to make a claim

Please do not contact the Bank in the event of a claim

First check that you are entitled to claim by reading the appropriate section in this booklet, especially Part D, to see exactly what is, and is not covered, noting particularly any conditions, limitations and exclusions.

Allianz Global Assistance administers the benefits available under the Group Policy. You should give Allianz Global Assistance notice of your claim as soon as possible.

You are not covered for any claim made after termination of, or the expiry of the period of insurance specified in, the Group Policy. The Bank will provide you with details of any replacement cover.

Access claim forms 24 hours a day, 7 days a week at: travel.agaassistance.com.au/nab/make-a-claim

Allianz Global Assistance will consider your claim within 10 business days of receiving a completed claim form and all reasonably requested documentation. If we need additional information, a written notification will be sent to you within 10 business days.

If there is a delay in claim notification, or you do not provide sufficient detail for Allianz Global Assistance to consider your claim, we can reduce any claim payable by the amount of prejudice we have suffered because of the delay.

You should give any information Allianz Global Assistance reasonably asks for to support your claim at your expense, such as but not limited to police reports and communications to the cardholder.

If required Allianz Global Assistance may ask you to provide them with translations into English of any such documents to enable their consideration of your claim.

You should take all reasonable steps to co-operate in relation to providing supporting evidence and such other information that may reasonably be required.

Claims are payable in Australian Dollars

We will pay all claims in Australian dollars. We will pay you unless you tell us to pay someone else. The rate of currency exchange that will apply is the rate at the time you incurred the expense. Payment will be made by direct credit to a bank account nominated by you.

Recovery

If we have a claim against someone in relation to the money we have to pay or we have paid, you must take reasonable steps to help us do that in legal proceedings. If you are aware of any third party that you or we may recover money from, you should take reasonable steps to inform us of such third party.

When making a claim you should tell us about any other insurance under which you are or might be able to claim. If you can claim from another insurer and we also pay you in respect of the same insured event, then you will be required to refund to us the amount we paid if the other insurer also paid you.

You cannot claim from us and from the other insurer to obtain an aggregate amount that exceeds your loss.

If during the period of cover made available, you suffer a loss which is not fully covered by the Group Policy, we may offer to attempt to recover your uninsured loss for you.

You may specifically ask us to recover this for you however, we have no obligation to do so. You will need to give us documents supporting your loss. Before we include any uninsured loss in a recovery action we will also ask you to agree to the basis on which we will handle your uninsured recovery action. You may need to contribute to reasonable legal costs in some circumstances.

We will apply any money we recover from someone else under a right of subrogation in the following order:

1. To us, our costs (administration and legal) arising from the recovery.
2. To us, an amount equal to the amount that we paid to you under the Group Policy.
3. To you, your uninsured loss (less your excess).
4. To you, your excess.

Once we pay your total loss (including your uninsured loss and any excess) we will keep all money left over.

If we have paid your total loss and you receive a payment from someone else for that loss or damage, you will need to pay us the amount of that payment up to the amount of the claim we paid you.

How GST may affect your claim

If you are entitled to claim an input tax credit in respect of a cost for which a claim is made, or would be entitled to an input tax credit if you were to incur the relevant cost (i.e. in replacing a lost or stolen item), the amount we would otherwise pay will be reduced by the amount of that input tax credit.

Fraud

When making a claim you have a responsibility to assist us and to act in an honest and truthful manner.

If any claim is fraudulent in any way or if you or anyone acting on your behalf uses fraudulent means to make a claim on the cover described in this booklet, then no payment will be made in regard to the claim. Also the Bank will be informed of the situation and you may no longer be eligible for the cover described in this part.

Complaints and Disputes

If you are dissatisfied with our service in any way, please contact us and we will attempt to resolve the matter in accordance with our internal dispute resolution procedures.

If we do not make a decision within the period that we tell you we will respond, we will tell you about your right to lodge a complaint with an external dispute resolution scheme.

If you are not happy with our response, you can refer your complaint to AFCA subject to its terms of reference. AFCA provides a free and independent dispute resolution service for consumers who have general insurance disputes falling within its terms. AFCA's contact details are:

The Australian Financial Complaints Authority

Online: www.afca.org.au

Phone: 1800 931 678

Email: info@afca.org.au

Mail: GPO Box 3

Melbourne VIC 3001

For more information on how we handle complaints you can request a copy of our procedures, using our contact details on the inside front cover.

General Insurance Code of Practice

The General Insurance Code of Practice was developed by the Insurance Council of Australia to further raise standards of practice and service across the insurance industry. The Code Governance Committee (CGC) is an independent body that monitors and enforces insurers' compliance with the Code.

You can obtain more information on the Code of Practice and how it assists you by contacting us. Contact details are provided on the inside front cover of this booklet. For more information on the Code Governance Committee (CGC) go to www.insurancecode.org.au

For more information visit

nab.com.au

or call us on **13 10 12**

Monday to Friday, 8am to 8pm (AEST/AEDT)

Saturday to Sunday, 9am to 6pm (AEST/AEDT)

or ask at your **local branch**



Help for people with hearing or speech communication difficulties.

Contact us on **13 29 28** through the National Relay Service.