



NAB COMMERCIAL CARDS UNAUTHORISED TRANSACTION INSURANCE

Policy Information Booklet

Effective Date: 01 September 2019

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About this booklet

This policy insures you against unauthorised transactions made by cardholders.

This policy information booklet contains important information to help you understand the insurance. Any advice in this booklet is general in nature only and has not considered your objectives, financial situation or needs. You should carefully consider the information provided having regard to your personal circumstances to decide if it is right for you.

For more information or to make a claim

Please take the time to read through this booklet. If you have any questions or need more information, please call Allianz Global Assistance on 1800 187 025. Calls from mobiles, public telephones or hotel rooms may attract additional charges.

If outside Australia call +61 7 3305 8800 (reverse charges). Calls from mobiles, public telephones or hotel rooms may attract additional charges.

For enquiries, the operating hours are Monday to Friday 8:30am to 5:00pm AEST.

To make a claim, please contact NAB on 13 10 12.

About Allianz

Allianz Australia Insurance Limited ABN 15 000 122 850, AFSL 234708 (Allianz) is the underwriter of the Group Policy issued to National Australia Bank Limited ABN 12 004 044 937, AFSL and Australian credit licence No 230686 (NAB). AWP Australia Pty Ltd ABN 52 097 227 177, AFSL 24531 trading as Allianz Global Assistance (Allianz Global Assistance) is authorised by Allianz to issue and manage the Group Policy on behalf of Allianz.

Allianz Global Assistance is the product issuer on behalf of Allianz of the Group Policy detailed in this document and the benefits are provided at no additional cost to eligible beneficiaries.

National Australia Bank Limited ABN 12 004 044 937 AFSL and Australian Credit Licence 230686 (NAB) is not the product issuer (insurer) of this policy and neither it nor any of its related corporations guarantee any of the benefits under this cover and NAB does not receive any commission or remuneration in relation to these benefits.

Neither NAB nor any of its related corporations are authorised representatives under the Corporations Act 2001 (Cth) of Allianz, Allianz Global Assistance or any of their related companies.

Important Information

In this first part of this booklet we explain important information about this Policy including how we'll protect your privacy and how to make a complaint or access our dispute resolution service.

The second part of the booklet is your Policy Wording which sets out the detailed terms, conditions and exclusions of the Policy.

Group policies: About your right to access cover

This is a group policy which NAB has entered into with us for the period of insurance. You may be eligible to claim under it as a third party beneficiary, provided you met the eligibility criteria specified in the Policy Wording at the time loss or damage occurred.

You can't cancel or vary the Policy – only NAB and we can do this. If the policy is terminated or varied by us, we don't need to obtain your consent.

If the Policy is terminated or varied, you will be notified by NAB. You will only be covered under this Policy, for unauthorised transactions where they were incurred on or before the termination date.

We also don't provide you with any notices in relation to this Policy. We only send notices to NAB as it's the only entity we have contractual obligations to.

You're not obliged to accept any of the benefits of this Policy but if you make a claim, you'll be bound by its terms, conditions, limitations and exclusions.

Neither we nor NAB hold the cover or the benefits provided under the Policy on trust or for your benefit or on your behalf.

NAB also doesn't:

- Act on behalf of us or you in relation to the Policy
- Provide, and is not authorised to provide, any financial product advice, recommendations or opinions about the Policy or any cover; and
- Receive any remuneration or other benefits from us.

If you're seeking to access the benefit of the Policy, you should consider obtaining advice as to whether it is appropriate for your needs from a person who is licensed to give such advice.

Nothing prevents you from entering into other arrangements regarding insurance.

To confirm if you may have access to the Policy, and its currency, please refer to the contact details under the section 'For more information or to make a claim' at the front of this booklet.

General Insurance Code of Practice

Allianz is a signatory to the General Insurance Code of Practice.

The Code aims to:

- Commit us to high standards of service
- Promote better, more informed relations between us and you
- Maintain and promote trust and confidence in the general industry
- Provide fair and effective mechanisms for the resolution of Complaints and disputes between us and you
- Promote continuous improvement of the general insurance industry through education and training.

More information is available on www.codeofpractice.com.au or follow the links from the Insurance Council of Australia's website at www.ica.com.au.

Privacy

To offer or provide you with our products and services (or those we may offer or provide to you on behalf of our business partners) we, namely AWP Australia Pty Ltd ABN 52 097 227 177 trading as 'Allianz Global Assistance', and our agents and representatives, collect, store, use, and disclose your personal information including sensitive information. We usually collect it directly from you but sometimes from others depending upon the circumstances and the product involved.

For instance, we may collect your personal information from our business partners who may have provided you with a product or service including but not limited to travel insurance, roadside assistance with a vehicle purchase, Overseas Student or Visitor Health Cover, or other assistance services we arrange or provide. For example, your personal information may be collected from your family members and travel companions, doctors, and hospitals if you purchase our travel insurance and require medical assistance. Likewise, we collect personal information from universities and your agents if you inquire about or apply for our Overseas Student or Visitor Health Cover. We are the 'data controller' and responsible for ensuring your personal information is used and protected in accordance with applicable laws including the Privacy Act 1988 and sometimes European Law (the GDPR) where our activities are within its scope. Personal information we collect includes, for example, your name, address, date of birth, email address, and sometimes your medical information, passport details, 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 products and services and to manage your and our rights and obligations in connection with any products and services you have acquired. For instance, we use it to assess, process, and investigate any travel or health insurance claims, and to liaise with Government Departments when necessary. We may also use it for product development, marketing (where permitted by law or with your consent but not in connection with some products or services such as credit card insurances), customer data analytics, research, IT systems maintenance and development, recovery against third parties, fraud investigations, and for other purposes with your consent or where permitted by law.

We do not use 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, universities and other education institutions, roadside assistance and towing providers, vehicle manufacturers, overseas data storage (including 'cloud' storage) and data handling providers, legal and other professional advisers, your agents and broker, your travel group leader if you travel in a group, your employer if you have a corporate travel policy, your bank (NAB) if you are the beneficiary of the bank's credit 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. We also, where necessary, disclose your personal information to Government Departments including for immigration and private health insurance purposes as well as to regulatory bodies.

With the exception of credit card insurances and some other products and services that we offer or provide on behalf of certain clients, we may, where permitted by law or with your consent, contact you by telephone, normal mail, email, electronic messages such as SMS, and via other means with promotional material and offers of products or services from us, our related companies, as well as offers from our business partners that we consider may be relevant and of interest to you. Where we contact you as a result of obtaining your consent, you can withdraw your consent at any time by calling us on 1800 023 767 or by contacting us – see below.

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

You may also (1) seek access to your personal data and ask about its origin, the purposes of the processing, and details of the data controller or data processor, and the parties to whom it may be disclosed; (2) ask us to correct and update your personal information,

(3) ask for a copy of your personal data in an electronic format for yourself or for someone you nominate. You may in some circumstances restrict the processing of your personal data, and request that it be deleted.

Where your personal information is used or processed with your specific consent as the sole basis for processing (rather than on a contractual basis or legitimate interest), you may withdraw your consent at any time. 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: 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 218, Sydney, NSW 2601 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.

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 products or 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.

Resolving complaints & disputes

We are committed to providing you with quality products and delivering the highest level of service. We also do everything we can to safeguard your privacy and the confidentiality of your personal information.

Something not right?

We know sometimes there might be something you're not totally happy about, whether it be about our staff, representatives, products, services or how we've handled your personal information.

Step 1 – Talk to us

If there's something you'd like to talk to us about, or if you'd like to make a complaint, speak to one of our staff. When you make your complaint please provide as much information as possible. They're ready to help resolve your issue.

You can also contact our Customer Care Unit directly to make your complaint. Our aim is to resolve all complaints within 15 business days.

Step 2 – Escalate your complaint

If we haven't responded to your complaint within 15 days, or if you're not happy with how we've tried to resolve it, you can ask for your complaint to be escalated for an Internal Dispute Resolution (IDR) review by a Dispute Resolution Specialist.

The Dispute Resolution Specialist will provide our final decision within 15 business days of your complaint being escalated, unless they've requested and you've agreed to give us more time.

Step 3 – Still not resolved?

If you're not happy with the final decision, or if we've taken more than 45 days to respond to you from the date you first made your complaint, you can contact the Australian Financial Complaints Authority (AFCA). AFCA is an ASIC approved external dispute resolution body.

AFCA resolves insurance disputes between consumers and insurers, at no cost to you. Allianz and Allianz Global Assistance are bound by AFCA decisions - but you're not. You can contact AFCA directly and they'll advise you if your dispute falls within their Rules.

Disputes not covered by the AFCA Rules

If your dispute doesn't fall within the AFCA Rules, and you're not satisfied with our decision then you may wish to seek independent legal advice.

Privacy complaints

If you're not satisfied with our final decision and it relates to your privacy or how we've handled your personal information, you can contact the Office of the Australian Information Commissioner (OAIC).

Contacting our CCU, AFCA or the OAIC

How to contact our Customer Care

Phone	1800 187 025 (Monday to Friday from 8:30am to 5:00pm Sydney time, except on public holidays). Calls from mobiles, public telephones or hotel rooms may attract additional charges.
Email	cardclaimcomplaints@allianz-assistance.com.au to make a complaint. privacy@allianz-assistance.com.au to contact us about privacy or your personal information. cardclaims@allianz-assistance.com.au to give feedback or pay a compliment.
Post	Customer Care Locked Bag 3014 TOOWONG DC, QLD 4066

How to contact AFCA

Phone	1800 931 678 Calls from mobiles, public telephones or hotel rooms may attract additional charges.
Email	info@afca.org.au
Online	www.afca.org.au
Post	Australian Financial Complaints Authority GPO BOX 3, Melbourne VIC 3001

How to contact the OAIC

Phone	1300 363 992 Calls from mobiles, public telephones or hotel rooms may attract additional charges.
Email	enquiries@oaic.gov.au
Online	www.oaic.gov.au

Policy Wording

This cover is available under a Group Policy issued to National Australia Bank Limited, ABN 12 004 044 937, AFSL and Australian credit licence No 230686 (NAB) of 800 Bourke Street, Docklands, VIC 3008 by AWP Australia Pty Ltd, ABN 52 097 227 177, AFS Licence No 245631 trading as Allianz Global Assistance of Level 16, 310 Ann Street, Brisbane, QLD 4000 (Allianz Global Assistance) under a binder from the underwriter, Allianz Australia Insurance Limited, ABN 15 000 122 850, AFS Licence No. 234708, of 2 Market 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.

Our agreement with NAB

This Policy is a legal contract between NAB and us and it's made up of the Policy Wording. NAB pays us premium. You may be able to claim under the Policy, provided you met the eligibility criteria at the time loss or damage occurs. There are also:

- Exclusions which apply to any claim you make
- Conditions which set out your responsibilities under this Policy
- Claims conditions, which set out your responsibilities when you make a claim, and
- Other terms, which apply to how this Policy operates.

Excess

There is no excess under this policy.

How much we'll pay

The most we'll pay for a claim is the sum insured set out in the Schedule of Benefits.

Words with special meanings

The words and terms used throughout this Policy have special meanings set out below.

When we say	We mean
Account holder	a business entity or corporation, which has a NAB Commercial Card facility.
Allianz	Allianz Australia Insurance Limited ABN 15 000 122 850, AFSL 234708.
Allianz Global Assistance	AWP Australia Pty Ltd ABN 52 097 227 177, AFSL 245631 trading as Allianz Global Assistance.
Business day	a day other than a Saturday or Sunday or a day gazetted as a public holiday throughout Australia.
Cardholder	a permanent resident of Australia to whom NAB has issued a NAB Commercial Card at the request of the account holder.

NAB Commercial Card	a current and valid NAB: <ul style="list-style-type: none"> • Visa NAB Rewards Business Signature Card, Visa NAB Rewards Business Platinum Card, Visa NAB Qantas Business Signature Card, Visa NAB Low Rate Business Card, Visa Business Card, Visa Corporate Card, Visa Purchasing Card and Business Visa Debit Card or • MasterCard Business Card, MasterCard Purchasing Card, MasterCard Corporate Card, MasterCard Low Rate Business Card and MasterCard Qantas Business Card, or • American Express® Velocity Business Card.
Unauthorised transaction(s)	a transaction made by a cardholder using a NAB Commercial Card, which has been processed to the account of the account holder but was: <ol style="list-style-type: none"> not authorised in any way by the account holder; and/or outside the cardholder's authority to transact.
Spouse	spouse or de facto partner of a director, partner, principal or owner of the account holder of either sex, with whom they have continuously cohabited for a period of three (3) consecutive months or more.
Terrorist act	an act or threat of force or violence by any person acting alone or in association with an organisation or foreign government, where the purpose, by its nature or context, is to put the public or a section of the public in fear, to resist or influence a government, or to further an ideological, religious, ethnic or similar act.
We, our, us	Allianz Australia Insurance Limited ABN 15 000 122 850, AFSL 234708 and its agent AWP Australia Pty Ltd ABN 52 097 227 177, AFSL 245631 trading as Allianz Global Assistance.
You, your	the account holder.

Unauthorised transaction insurance

Schedule of benefits

	Maximum sum insured
Per individual cardholder	Up to A\$20,000 any one event
Per account holder	Up to \$150,000 in any 12 month period

What is covered?

This policy insures you against unauthorised transactions made by cardholders.

What is not covered?

There is no cover for loss arising out of or in connection with:

- (a) Unauthorised transactions incurred by:
 - i. A director, partner, principal or owner of the account holder, or
 - ii. the spouse, son, daughter, father or mother of any of the people in (a)(i) above.
- (b) consequential loss or damage or punitive damages.
- (c) unauthorised transactions incurred before 1 September 2019.
- (d) any terrorist act.

Sanctions limitation and exclusion clause

You're not insured under any section of this Policy where a claim payment breaches any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of Australia, the European Union, United Kingdom or United States of America, or any local autonomous sanctions.

General conditions

There are conditions set out in these 'General conditions' and in the 'Claims' sections. If any of these conditions are not met, we may refuse to pay a claim or reduce the amount we pay for a claim. When making a claim, you must have met and then continue to comply with the conditions of this Policy.

Any person covered by this Policy, or claiming under it, must also comply with these conditions.

If you don't meet these conditions or make a fraudulent claim we may refuse to pay your claim or reduce what we pay for your claim.

1. You must tell each cardholder what are the limits of their authority on using the NAB Commercial card. You must do this in writing. Depending on your business, this may be for example your business' credit card policy or a letter or email stating what the card can be used for and what limits, if any, apply.
2. When an unauthorised transaction is made, you must take all reasonable steps to recover the unauthorised transaction amount from the cardholder. To the maximum extent permitted by law, you must also use any money held for or on behalf of the cardholder to avoid or reduce any loss through unauthorised transactions.
3. On the day when:
 - i) you withdraw a cardholder's authority to use the NAB Commercial Card; or
 - ii) the cardholder's employment is terminated; or
 - iii) you become aware that an unauthorised transaction was made or you suspect one was made, you must call NAB on 13 10 12 and direct NAB to cancel the cardholder's NAB Commercial Card.
4. When you become aware of an unauthorised transaction, you must report it to the police and obtain a police report.
5. You must also make every reasonable effort to take back the NAB Commercial Card from the cardholder, cut it in half and return it to NAB at the address on your NAB Commercial Card statement.

If you are unable to get the card back, you must submit the "Notification of claim" together with evidence of the withdrawal of authority given to the cardholder.

Assistance and co-operation

At all times when you deal with us you must:

- Provide us with all reasonable assistance we may need
- Be truthful and frank
- Not behave in a way that is abusive, dangerous, hostile, improper or threatening
- Co-operate fully with us, even after we've paid a claim.

Claims

This section describes what you must do, as well as conditions which apply, when you make a claim and at the time loss occurs which is likely to give rise to a claim.

You can help us to speed up the processing of your claim by following the instructions we give you. We will tell you what documentation you need to provide to support your claim.

Claims will be paid to you in Australian dollars on the basis of the exchange rate that applied at the time of the event that gave rise to the claim.

What to do in the event of a claim

When you become aware of an unauthorised transaction, you must:

1. Immediately call NAB on 13 10 12 to let NAB know about the unauthorised transaction(s).
2. As soon as possible send NAB a "Notification of Claim" in the format shown in Appendix A of this policy booklet.
3. If possible, immediately take back the NAB Commercial Card from the cardholder, cut it in half and return it to NAB at the address printed on the NAB Commercial Card statement of account.
4. Issue a letter to the cardholder withdrawing their authority to use the NAB Commercial Card.
5. If you can't get the NAB Commercial Card back from the cardholder, you must send the "Notification of Claim" together with evidence of the withdrawal of authority given to the cardholder.
6. NAB will forward to Allianz Global Assistance:
 - a copy of the "Notification of Claim"; and
 - a copy of the withdrawal of authority letter (where applicable).
7. Once Allianz Global Assistance has received the "Notification of Claim" from NAB, Allianz Global Assistance will contact you and let you know what other evidence and information you need to provide. This may include a copy of the police report and a copy of the relevant NAB Commercial Card account statement(s) showing the unauthorised transaction(s). You will have (30) days to return this information and evidence.
8. Failure to report the potential claim or to fully complete and submit the information and evidence you are asked for within required timeframes, may result in the denial of your claim.

Claims conditions

These conditions apply at the time a claim is made under the Policy.

Contribution

If at the time of any loss, damage or liability there is any other insurance (whether effected by you or by any other person) which covers the same loss, damage or liability you must provide us with any reasonable assistance we require to make a claim for contribution from any other insurer(s).

Other insurance

You must notify us of any other insurance which will or may, whether in whole or in part, cover any loss insured under this Policy.

Preventing our right of recovery

If you've agreed not to seek compensation from any person who's liable to compensate you for any loss or damage covered by this Policy, we won't cover you for that loss or damage.

Providing proof

You must be able to prove to us that you've suffered a loss that is covered by this Policy before we'll pay you for it. We may ask you for this proof if you make a claim under this Policy. So that your claim can be assessed quickly you should keep relevant copies of NAB Commercial Card statement(s).

Subrogation, Recovery action & uninsured loss

We may at any time, at our expense and in your name, use all legal means available to you of securing reimbursement for loss arising under this Policy. In the event we do so, you agree to give all reasonable assistance for that purpose.

If we pay your claim, we may seek to recover the amount paid to you from the third party who caused the loss. We'll do this in your name and you must assist us with any reasonable requests.

If you've suffered loss which wasn't covered by this Policy as a result of the incident, we may offer to attempt to recover this for you. You may specifically ask us to recover this for you. You'll need to give us documents supporting your loss. Before we include any uninsured loss in the recovery action we'll also ask you to agree to the basis on which we'll handle your recovery action. You may need to contribute to legal costs in some circumstances.

Other terms

These other terms apply to how this Policy operates.

Jurisdiction

This Policy is governed by the laws of Australia.

Currency

The limits shown in this Policy are in Australian dollars (AUD). All claims which are settled with you will be in Australian dollars. If expenses are incurred in another currency, then the rate of currency exchange used to calculate the amount of compensation to Australian dollars will be the rate at the date the expense is incurred.

Appendix A

NAB Commercial Card Notification of Claim Template

Template to be presented on your company's/business's letterhead and sent to NAB at:

To NAB Commercial Cards
GPO Box 9992
Melbourne, VIC 3001

We wish to lodge a claim in respect of an unauthorised transaction(s) and request a claim form to be sent to this office. In terms of the conditions applying to such a claim we hereby request and authorise NAB to cancel the NAB Commercial Card specified below:

NAB Commercial Card Number:

Name of cardholder:

Address of cardholder (home):

Address of cardholder (business):

The police have been notified of this matter and a copy of the police report is attached.

Checklist (Please tick the boxes below as appropriate)

- The NAB Commercial Card has been cut in half and destroyed.
- The NAB Commercial Card has been previously returned to NAB.
- The NAB Commercial Card is still in the possession of the cardholder and the cardholder's authority to use the NAB Commercial Card has been withdrawn (evidence of the withdrawal of authority given to the cardholder attached).

For and on behalf of:

Company/Business name (account holder) – please print

Name of authorised person – please print

Signature

Date

For more information call Business Cards

13 10 12

or visit us at nab.com.au



Hearing impaired customers
with telephone typewriters
can contact us on **13 36 77**