



# NAB REWARDS

Terms and Conditions

**Effective 05.04.18**

# 1. WHEN DO THESE TERMS AND CONDITIONS APPLY?

When you or an additional cardholder first uses your new rewards card account in accordance with your rewards card account terms and conditions, you're treated as having agreed to these terms and conditions.

These terms and conditions explain how you can earn points using your rewards card account and how you can claim rewards.

Please make sure you and any additional cardholder read these terms and conditions before the rewards card account is used. If you have any questions just Call Us.

Some words described in 21 have a particular meaning in these terms and conditions.

# 2. WHAT ARE POINTS AND HOW YOU CAN EARN THEM?

- 2.1 You are able to earn points once these terms and conditions apply in accordance with 1.
- 2.2 Points are awarded for each eligible transaction debited to your rewards card account (5 describes transactions that don't earn points). You may also be awarded bonus points in accordance with applicable promotional material. Bonus points are described in 3.
- 2.3 Points are allocated according to each whole \$1.00 of the value of the eligible transaction (including GST), rounded to the nearest dollar, shown on your monthly card statement. The number of points allocated per \$1.00 depends on the type of card you have. When you open your rewards card account, we will provide you this information in writing. This includes the FAQs available on the NAB Rewards Store. You can check the FAQs for

current information at any time. See 20 for how we will let you know about any changes to the number of points allocated.

- 2.4 You can only earn points when your rewards card account is open and active.
- 2.5 Additional cardholders do not earn points in their own right but may accumulate points to your points balance.
- 2.6 Points and bonus points aren't property and don't have any monetary value except to the extent specifically provided for by a reward. They can't be redeemed for cash. They can only be redeemed for rewards in accordance with these terms and conditions. See 9 and 10.
- 2.7 Points may not be sold or transferred except if the transfer is in accordance with 12.

### **3. HOW DO YOU EARN BONUS POINTS?**

You may be awarded bonus points in connection with special promotions offered from time to time. The conditions applying to these bonus points will be provided at the time of the promotion. These special promotions may be offered by either

- a bonus points provider; or
- NAB.

### **4. WHAT POINTS ARE INCLUDED IN YOUR POINTS BALANCE?**

The points balance includes:

- (i) points awarded for eligible transactions debited to your rewards card account; and
- (ii) bonus points awarded in accordance with applicable promotional material.

## 5. WHAT TRANSACTIONS DON'T EARN POINTS?

There are some goods and services which you can purchase using your card which won't earn points because they aren't eligible for the purposes of NAB Rewards. They are:

- (i) cash advances (which include bills paid over the counter at a bank, financial institution or post office, and the purchase of travellers cheques);
- (ii) interest charges and other bank fees and charges (including any GST payable on any of these) applicable to your rewards card account or use of the card or to NAB Rewards;
- (iii) transactions where the card is used to make payments to the Australian Taxation Office (ATO) (including related fees and charges);
- (iv) balance transfers;
- (v) transactions where a card is used to access linked transaction accounts;
- (vi) purchase of foreign exchange or travellers cheques and money orders;
- (vii) for a personal rewards card account, transactions we decide are wholly or partly for business purposes; and
- (viii) transactions for gambling and gaming purposes (examples include purchase of lottery tickets purchases of gaming chips or tokens and online gambling).

## 6. WHAT WILL REDUCE YOUR POINTS BALANCE?

### Things you do

You will reduce your points balance when:

- (i) you (or someone authorised by you in accordance with 9.1) use your points to claim a reward; or
- (ii) you don't use your points before they expire. See 11. The oldest points in your points balance will be deducted first when a reward is claimed. See 10 for Rewards.

### Things we will do

We will reduce your points balance where:

- (i) there is a refund or reimbursement for a transaction previously charged to your rewards card account and a credit is processed to the same rewards card account. This may happen for a number of reasons but usually for returned goods or services;
- (ii) there is a charge back to your rewards card account under your reward card account terms and conditions;
- (iii) there have been unauthorised transactions on your rewards card account for which you are not liable;
- (iv) points were incorrectly allocated to your points balance; or
- (v) we reasonably suspect you or an additional cardholder have behaved fraudulently in connection with NAB Rewards and you are not entitled to points earned.

When this happens the points balance will be reduced by the points value of the credit amount or adjustment. The points value will be calculated using the rate at which points are allocated for transactions to your rewards card account at the time the credit amount or adjustment was processed by us.

### **Things we may do**

We may reduce your points balance when the transaction eligible to earn points:

- (i) results in the credit limit on the rewards card account being exceeded; or
- (ii) is debited against credit funds in the rewards card account.

## **7. HOW TO KEEP TRACK OF YOUR POINTS**

You can track your points through a range of options by:

- (i) accessing the NAB Rewards Store to see your points balance and any points which are due to expire in the next 3 months. Points awarded for eligible transactions processed to your rewards card account are added to the points balance you'll see on the NAB Rewards Store. Your points balance will reflect the points earned on a transaction within 3 business days of the transaction being processed to your rewards card account (bonus points appear in accordance with applicable promotional material); or
- (ii) looking at your quarterly Rewards statement. This shows any activity on your points balance in the period covered by the statement and if you have any points due to expire in the next 6 months. This statement will be sent quarterly to your email address which you have provided to us.

## 8. WHAT ARE REWARDS?

8.1 The rewards available for redemption and the number of points required to redeem a reward at any time are set out on the NAB Rewards Store. You can view these at any time.

Your type of card may determine the rewards which will be available to you. For example, if the card is Platinum or Classic, or personal or business.

8.2 You can only claim rewards which are currently available on the NAB Rewards Store. Rewards are subject to availability and substitution or cancellation may be necessary. At any time and without prior notice we may change the rewards available by withdrawing, limiting, modifying or cancelling the continued availability of a reward or the number of points required to obtain a particular reward.

8.3 In addition to these terms and conditions, rewards may be subject to some special terms. They are set out in 10 below and may also appear on the NAB Rewards Store or in other promotional material. These special terms may be imposed by us or the rewards provider.

8.4 Please see 13, which explains how our responsibility in connection with these rewards providers is limited.

8.5 Except with our consent, after you place your request for a reward, you can't:

- (i) return the reward and receive a points credit to your points balance;
- (ii) exchange the reward or receive any consideration, including for cash; or
- (iii) replace the reward for the same or another reward if the reward is lost or stolen or otherwise destroyed. This applies to all rewards, including e-vouchers and gift cards.

## 8.6 Physical rewards

- (i) will only be delivered to an address in Australia; and
- (ii) will not be delivered to a PO Box address.

8.7 If someone other than you claims a reward in accordance with 9.1, these terms and conditions apply as if you had claimed the reward.

# 9. CLAIMING YOUR REWARDS

## 9.1 Who can claim a reward?

Your points balance can be used to claim a reward by:

- (i) you when you Call Us to claim the reward;
- (ii) you and any person able to access the NAB Rewards Store and who is authorised to operate your rewards card account via NAB Internet Banking or NAB Connect using an additional NAB ID issued to you in accordance with the terms of that service.

## 9.2 When can you claim a reward?

To claim a reward:

- (i) you need to have sufficient points in your points balance for the reward. It's important to know that you can't pool any points in your points balance with points in another person's points balance;
- (ii) you can use the option of Points Plus Pay for selected rewards. See 9.4;
- (iii) your rewards card account must not be blocked to activity. Examples of when this can occur include when your rewards card account is in arrears, suspended or in default under its terms and conditions or closed.



### 9.3 How can you claim your rewards?

To be able to claim rewards you will need:

- (i) to be able to access the NAB Rewards Store; or
- (ii) Call Us.

### 9.4 What if I don't have enough Points?

Rewards available using Points Plus Pay will be described on the NAB Rewards Store and other promotional material.

When a reward is available using Points Plus Pay:

- (i) you may use your points to redeem for a portion of the relevant goods or services and obtain the remainder of the goods or services by using any form of payment acceptable to the Points Plus Pay provider;
- (ii) you may not use gift cards or e-vouchers to pay for the monetary component of the reward; and
- (iii) if you use your card for the monetary component of the reward, you will earn points in accordance with 2.

## 10. CATEGORIES OF REWARDS

Section 8 “What are Rewards?” and this section apply to the category of rewards below. Other special terms may apply and will be provided on the NAB Rewards Store.

### Loyalty program rewards

You may redeem your points and transfer them for points with other loyalty programs. To be able to redeem your points for this category of rewards you must:

- (i) be a member of the applicable loyalty program. Membership of NAB Rewards does not entitle you to membership of any other loyalty program. Your membership of the loyalty program is subject to that program's membership terms and conditions;
- (ii) have earned any required minimum number of points;
- (iii) redeem points in accordance with any required multiple of points (e.g. multiple of 1,000); and
- (iv) only redeem whole points for the points of the applicable loyalty program.

The number of points required to redeem for the points with other loyalty programs may vary between loyalty programs. This redemption rate, which is set by NAB, is described on the NAB Rewards Store and may be changed by NAB from time to time.

For information about the loyalty programs, minimum points requirements and current redemption rates, visit the NAB Rewards Store.

When you ask to redeem points for points with another loyalty program, the reward will normally be available to you in your loyalty program account within 14 business days of your request. However, NAB is not responsible if there is any delay.

Once points have been redeemed for points with the other loyalty program they:

- (i) cannot be converted back to points or otherwise used for rewards under NAB Rewards; and
- (ii) are subject to the applicable loyalty program terms and conditions. NAB is not responsible if you are unable to use the points with the other loyalty program as you had expected.

## **Physical gift cards and e-vouchers**

You may redeem points for gift cards and e-vouchers.

You'll be notified of any terms and conditions that apply to use of your gift card or e-voucher, including any expiry date.

These rewards:

- (i) cannot be redeemed or exchanged for cash or travellers cheques; or
- (ii) used to earn points under NAB Rewards.

When you make your request to redeem points for an e-voucher allow 1 hour for delivery. Allow 10 business days to receive your physical gift card.

## **Cashback to your rewards card account**

You may redeem points and receive a credit to your rewards card account.

You will be provided more information about this reward category on the NAB Rewards Store, including:

- (i) the minimum number of points or multiples of points required; and
- (ii) the redemption rate.

The credit to your rewards card account will be made within 10 business days of your points redemption request. As soon as this happens the credit is available for your use provided your rewards card account is in sufficient credit. You must still pay the minimum payment on your monthly card statement as required by your reward card account terms and conditions.

Any credit to your account is non-refundable.

The credit is only available for the rewards card account which was used to earn the points.

## **Cashback to your transaction account**

You may redeem points and receive a credit to a nominated NAB account.

You will be provided more information about this reward category on the NAB Rewards Store, including:

- (i) the list of NAB accounts you can nominate;
- (ii) the minimum number of points or multiples of points required; and
- (iii) the redemption rate.

The credit to your nominated NAB account will be made within 10 business days of your points redemption request. As soon as the credit occurs it is available for your use. Any credit to your nominated NAB account is non-refundable. NAB accepts no responsibility if you have incorrectly entered BSB or account numbers.

## **Charities**

You may redeem points and make a donation to a charity.

You will be provided more information about this reward category on the NAB Rewards Store, including:

- (i) the list of charities to which you can make a donation;
- (ii) the minimum number of points or multiples of points required; and
- (iii) the redemption rate.

When you redeem points for a charity under NAB Rewards:

- (i) NAB cannot issue you a tax invoice in relation to the redemption; and
- (ii) you should make your own enquires with your tax adviser before selecting this reward to understand if any tax deductions arise with this redemption.

## Travel Rewards

You may redeem points for travel rewards. You will be provided more information about this reward category on the NAB Rewards Store, including:

- (i) the list of travel rewards providers and available travel rewards; and
- (ii) the minimum number of points required

The travel rewards provider's standard terms and conditions will apply to any travel reward. NAB is not responsible for any failure of the travel rewards provider to provide travel.

# 11. HOW LONG DO YOU HAVE TO USE YOUR POINTS?

- 11.1 Points in your points balance must be used to claim a reward within 36 months from the date the transaction which earned those points was processed to your rewards card account. Points that remain unused in your points balance after that period will be forfeited.
- 11.2 If you ask NAB to cancel or close your rewards card account, you have up to 60 days from the date you make the request to use any points in your points balance. To redeem these points you need to Call Us. Points that remain unused in your points balance after that period will be forfeited.
- 11.3 In the event of your death, your executor or administrator, on provision of reasonable supporting documentation of their appointment, may redeem points in your points balance within 60 days of our notification of your death. After that date any unused points will be forfeited. No other person, including an additional cardholder, can redeem points once NAB is notified of your death by your executor or administrator.
- 11.4 In the event NAB Rewards is terminated by NAB, refer to 19.

## 12. WHO CAN YOU TRANSFER YOUR POINTS TO?

12.1 This describes the circumstances in which you can transfer points from the points balance applicable to your business rewards card account.

If you earn points using a business rewards card account, you may Call Us to transfer points from your points balance to either:

- (i) the points balance of another related body corporate; or
- (ii) the points balance of another person who holds a personal rewards card account.

12.2 At the time you make the request you will be required to provide the full name and address details of the recipient of the points.

When we process the transfer:

- (i) both you and the recipient of the points must have an open and active rewards card account when the transfer is made. The transfer cannot be reversed or cancelled by either you or the recipient of the points;
- (ii) points which have been transferred to the recipient's points balance retain their expiry period. This recipient of the points will be advised on their monthly card statement when the transferred points will expire; and
- (iii) you must not require or receive any consideration (in the form of a payment or otherwise) for any transfer of points to anyone else.

The transfer of points may have tax implications. NAB recommends you and the recipient of the points check with an accountant or tax adviser for further information.

## 13. WHO IS RESPONSIBLE FOR THE REWARD?

We give no warranty (whether express or implied) with respect to rewards provided under NAB Rewards. In particular, we don't represent that any particular reward is suitable for a particular purpose for which you intend to use it. A reward will normally come with a warranty from the supplier or manufacturer of the reward and any claim in respect of that reward should be made directly to the supplier or manufacturer.

This doesn't prevent you from claiming against us where we supply services in connection with NAB Rewards. If you are a consumer, consumer protection laws include non-excludable warranties which may entitle you to compensation.

Otherwise, if we are liable for the breach of any term implied by law, our liability for loss or damage from the breach is limited to:

- (i) supplying the service again or paying the costs of having the service resupplied; or
- (ii) replacement or repair of the reward or payment of the cost of replacing or repairing the reward.

If you are a consumer, under consumer protection laws, we can only limit our liability in this way to the extent it's permitted by those laws.

Except to the extent provided by law we do not accept any liability for:

- (i) the loss, theft or destruction of a reward;
- (ii) loss arising from the death, injury or consequential loss arising from the supply of a reward; or
- (iii) any disruption to NAB Rewards, delay or inability to provide a reward caused by circumstances beyond our control like industrial disputes or acts of God.

NAB makes every reasonable effort to ensure the description of offers in connection with bonus points, rewards and rewards provider terms are correct. However, NAB is necessarily reliant on the information provided by bonus points providers and rewards providers being accurate and for this reason we are not responsible for any inaccuracy in the description of a bonus point promotion or of a reward or any terms applicable to the reward.

## 14. DISPUTES AND HOW WE RESOLVE THEM

If you have a complaint in relation to NAB Rewards, your allocation of points or your points balance, please Call Us.

We'll aim to resolve any problem on the spot. Sometimes we may require you to confirm details of your complaint in writing and to provide supporting details.

If we can't resolve the complaint promptly we will let you know how long we expect it to take. We'll also let you when we have completed our investigations and the reasons for our decision.

If you are not satisfied with the way your complaint has been resolved or the steps we have taken, you may wish to contact our external dispute resolution scheme, the Financial Ombudsman Service (FOS). This is a free service established to provide you with an independent mechanism to resolve specific complaints.

The FOS can be contacted at:

Telephone: 1300 780 808

Website: [www.fos.org.au](http://www.fos.org.au)

Postal: GPO Box 3

Melbourne VIC 3001



## 15. EXERCISE OF DISCRETION

Where these terms and conditions confer a discretion on NAB, NAB will exercise that discretion reasonably and in accordance with its legitimate business interests.

## 16. HOW DO WE COMMUNICATE

### **If you need to contact us**

You can Call Us for any enquiries about NAB Rewards including points balance, points information on your Rewards statement or Rewards.

### **If we need to contact you**

We will send you any notices or information about NAB Rewards required by these terms and conditions (including changes to these terms and conditions described in 20 and Reward statements) to the email address you last provided to NAB. You are responsible for notifying NAB of any change to your contact details.

### **Marketing Consent**

We may also use or disclose your personal information to let you know about offers and news about NAB Rewards and our Rewards partners electronically (e.g. email, SMS, and social networking forums) that we believe may be of interest to you. You can let us know at any time if you no longer wish to receive direct marketing electronic offers from NAB Rewards by calling us on 13 22 65. We will process your request as soon as practicable. NAB treats all personal information with care and in accordance with our privacy policy, which is available at [www.nab.com.au/privacy](http://www.nab.com.au/privacy) or Call Us.

## 17. TAX MATTERS

NAB recommends that you or anyone authorised to earn and redeem points seek independent tax advice about the tax consequences (including any fringe benefits tax and goods and services tax or reporting requirement) arising from the use of this rewards card account or card, or from using NAB Rewards, or any reward or other available NAB Rewards facilities.

## 18. USE OF PERSONAL INFORMATION

NAB will collect, hold, use and disclose information about you and other people you authorise to use your points balance in connection with NAB Rewards. Information will include certain personal information, and transaction information relating to the use of a card or rewards card account, points earned and requests for rewards.

NAB will use this information for the purposes of NAB Rewards to provide and market rewards and services to you, including the products and services of its service providers and other third parties.

NAB may disclose this information to others in connection with NAB Rewards, including with:

- (i) its service providers and agents engaged for the purpose of the administration, provision of services relating to NAB Rewards and promotion of NAB Rewards; and
- (ii) reward providers, bonus points providers and other third parties engaged for the purposes of performing other services in connection with NAB Rewards, including the provision of a reward.

NAB treats all personal information with care and in accordance with our privacy policy, which is available at [www.nab.com.au/privacy](http://www.nab.com.au/privacy) or Call Us.

You can unsubscribe from marketing applicable to NAB Rewards at any time by following the unsubscribe link in an email received from NAB Rewards or Call Us. When you do this, you will be unsubscribing from all marketing from NAB.

## 19. TERMINATION OF NAB REWARDS

We may terminate NAB Rewards at any time. We will notify you as soon as practicable of the termination, the cancellation of your rewards card account (if applicable) and the time period available to you to use points in your points balance to claim rewards. This period for use of points will be at least three months from the date we notify you that NAB Rewards is discontinued.

See 11.2, which describes the time you have to use points if you cancel or close your rewards card account.

## 20. CHANGES TO THESE TERMS AND CONDITIONS

- (i) We may change these terms and conditions and other terms and conditions that apply to rewards (described in 10).

<b>Change</b>	<b>Notification period</b>
Change in the way you earn points, including a change to existing ways or the introduction of new ways according to the type of card	At any time without prior notice. NAB will make current information about the way to earn points available in the FAQs
Change to allocation of points for dollar spent	At any time by giving you at least 30 days prior written notice

The period for expiry of points	At any time by giving you at least 30 days prior written notice
Removal of rewards	At any time and without prior notice. Current information is available on NAB Rewards Store
Addition and removal of bonus points providers and reward providers from NAB Rewards	At any time and without prior notice. Current information is available on NAB Rewards Store
Introduction of any fee or charge to use the services available in NAB Rewards	At any time by giving you at least 30 days written notice
Change to the number of points required to redeem a reward	At any time and without prior notice. Current information is available on NAB Rewards Store
Format and frequency of Reward statements	At any time without notice
Other changes by NAB	At any time by giving you at least 30 days prior written notice

- (ii) Where the reward provider or bonus points provider is not NAB, the rewards provider and bonus points provider may make changes at any time and without notice to the terms and conditions which apply to the reward they provide or the terms and conditions which apply to the special promotion they offer in connection with bonus points, as applicable. Changes to these terms will be notified on the NAB Rewards Store.

## 21. WHAT SOME WORDS MEAN

Term	Definition
<b>acountholder or you</b>	means the person in whose name the rewards card account is kept and who is responsible for all transactions on the rewards card account. For business rewards card accounts this includes the facility owner
<b>additional cardholder</b>	means a person you have nominated to be a cardholder on your rewards card account in accordance with the rewards card account terms and conditions
<b>bonus points</b>	mean points described in 3
<b>bonus points provider</b>	means a provider who offers bonus points or additional bonus points in connection with NAB Rewards and includes us
<b>business days</b>	means a day other than a Saturday or Sunday or a day gazetted as a public holiday throughout Australia
<b>business rewards card account</b>	means NAB Rewards Business Platinum or any other NAB business card facility notified to acountholders from time to time as being a business rewards card account for the purposes of these terms and conditions and NAB Rewards
<b>Call Us</b>	means the contact numbers NAB makes available for the NAB Loyalty Team from time to time in connection with NAB Rewards <ul style="list-style-type: none"><li>• for personal rewards card accounts – 13 22 65</li><li>• for business rewards card accounts – 13 10 12</li></ul>
<b>card</b>	means a card issued by us in connection with your rewards card account

<b>FAQs</b>	means the Frequently Asked Questions available in the NAB Rewards Store for information about NAB Rewards.
<b>loyalty program points</b>	means points offered by other loyalty programs which can be redeemed under NAB Rewards in accordance with these terms and conditions
<b>monthly card statement</b>	means the statement of account issued to you in accordance with the rewards card account terms and conditions
<b>NAB Rewards</b>	means the NAB Rewards program provided by NAB in accordance with these terms and conditions
<b>NAB Rewards Store</b>	means the website we make available to you in connection with NAB Rewards via NAB Internet Banking or NAB Connect, or any other channel NAB makes available to you
<b>open and active</b>	refers to the status of the rewards card account, where the account and card can be used to make transactions
<b>personal rewards card account</b>	means a NAB Rewards Classic or NAB Rewards Platinum or any other NAB personal rewards card account notified to accountholders from time to time as being a personal rewards card account for the purposes of these terms and conditions and NAB Rewards
<b>points</b>	means the points earned on eligible transactions in accordance with these terms and conditions
<b>points balance</b>	means the total of points earned in connection with your rewards card account and recorded on the NAB Rewards Store and which is used for the purposes of determining entitlement for a reward
<b>Points Plus Pay</b>	means the method of obtaining rewards described in 9.4

<b>related body corporate</b>	as defined in the Corporations Act 2001
<b>reward</b>	means a good or service or entitlement to a good or service (eg. e-voucher) which can be obtained by the redemption of points in a points balance in accordance with these terms and conditions
<b>rewards card account</b>	means the personal rewards card account or business rewards card account which is a rewards card account for the purposes of these terms and conditions and NAB Rewards
<b>rewards card account terms and conditions</b>	means the terms and conditions applicable to your rewards card account
<b>rewards provider</b>	means us or any other person who agrees to provide rewards in connection with NAB Rewards
<b>Rewards statement</b>	means your NAB Rewards statement which shows points earned in connection with your rewards card account during the period of the statement and includes the points balance at the closing date of the statement
<b>we and NAB</b>	means National Australia Bank Limited ABN 12 004 044 937

For more information call  
NAB Loyalty Team

for personal **13 22 65**

for business **13 10 12**

or visit us at **nab.com.au**



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