

PayPal Rewards Card Rewards Terms and Conditions

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PayPal Rewards Card is issued by National Australia Bank Limited (ABN 12 004 044 937, AFSL and Australian Credit Licence 230686) ("NAB"). NAB is also the provider of the rewards program in these terms and conditions. NAB has acquired the business relating to these products from Citigroup Pty Ltd (ABN 88 004 325 080, AFSL and Australian Credit Licence 238098) ("Citi") and has appointed Citi to assist to administer the products.

INTRODUCTION

These Terms and Conditions explain how Rewards Points can be earned using Your Account and then redeemed. These Terms and Conditions will apply to You if You have been issued with a Card as the Primary Cardholder and that Card is used to earn Rewards Points.

1 Meaning of words

When You see these words used in these Terms and Conditions, this is what they mean:

Account means Your unsecured credit facility with Us.

Account Terms and Conditions are the Terms and Conditions that relate to Your Account.

Additional Cardholder means another person who You have authorised to have a Card on Your Account.

Business Days means a day which banks are open for business in Sydney, but does not include any Saturday, Sunday or public holiday.

Card means a credit card, contactless device or other device (including a smart phone) for use on Your Account and includes such a card or device issued to an Additional Cardholder.

Cardholder means You and any Additional Cardholder.

Citi means Citigroup Pty Limited (ABN 88 004 325 080), Australian credit licence 238098, unless the context otherwise requires. For example, some of the features or services provided in connection with this agreement include the "Citi" name but are provided by NAB.

Concierge Services means the concierge services as described in clause 8 of these Terms and Conditions.

Earn Rate means the rate at which You earn Rewards Points on Eligible Transactions, as set out in clause 3.

Eligible Transaction means any purchase excluding (but not limited to) Cash Advances, Balance Transfers, Special Promotions (such as Fixed Payment Options or Instalment Plans), BPAY payments, refunds and chargebacks, purchases of foreign currency and travellers cheques, transactions made in operating a business, payments to other Citi branded Accounts, fees and charges such as interest and ATM charges, transactions made using Rewards Points and

government related transactions. Government related transactions include transactions with government or semi- government entities, or relating to services provided by or in connection with government (for example but not limited to transactions made at Australia Post, payments to the Australian Taxation Office, council rates, motor registries, tolls, parking stations and meters, fares on public transport, fines and court related costs).

Please note that whether or not a transaction is an Eligible Transaction will be determined based on information provided either by the merchant or the relevant financial institution (including information about the type of business conducted by the merchant). This means that, for example, spend with certain merchants may be characterised as spend with a government related entity and therefore not an Eligible Transaction, even if that merchant is not in fact a government related entity.

NAB/Us/Our/We means National Australia Bank Limited (ABN 12 004 044 937, AFSL and Australian Credit Licence 230686) (“NAB”) unless the context otherwise requires.

Online Servicing means the online services which enable You to access certain services on Your Account via the internet, through the PayPal mobile application or other digital channels that We tell You can be used to access Your Account.

PayPal means PayPal Credit Pty Limited ABN 66 600 629 258.

PayPal Account Holder means that You hold a PayPal account with PayPal Australia Pty Limited ABN 93 111 195 389.

Primary Cardholder means the person in whose name the Account is held and who is responsible for all transactions on the Account.

Reward means a good or service or other benefit obtained by You through the accumulation of Reward Points available under the Account.

Rewards Points means the points earned by Cardholders on Eligible Transactions made on Your Account and which We will allocate to the Primary Cardholder’s Account to be redeemed for Rewards.

Rewards Balance is Your current Rewards Points balance which appears on Your monthly statement of account.

Rewards Program means the Rewards program offered by Us and provided in conjunction with the Account as described in these Terms and Conditions.

Special Promotions means any transaction or promotional offer We identify as a special promotion.

Statement Period means the period to which a statement applies, usually about 30 days.

You/Your means the person in whose name the Account is opened.

Any other capitalised terms used in these Terms and Conditions have the same meaning as in Your Account Terms and Conditions.

2 Participation

- 2.1 You accept these Terms and Conditions on first use or activation of Your Account or Card issued in connection with Your Account. These terms are to be read in conjunction with, and are not designed to replace or alter, the Account Terms and Conditions.
- 2.2 You are eligible to earn Rewards Points and participate in the Rewards Program, provided that:
 - a) Your Account entitles You to participate;
 - b) You are a PayPal Account Holder; and
 - c) You are not a corporation, firm, partnership or any other such legal entity.
- 2.3 By participating in the Rewards Program, You authorise Us and PayPal to seek, collect, use, store, share or disclose to each other or to third parties, for the purpose of Your participation in the Rewards Program, information about Eligible Transactions, adjustments to Your Account as a result of reimbursements, disputed transactions and refunds or other changes, Your Rewards Points, and the conduct of Your Account.
- 2.4 Any Additional Cardholder on Your Account is not eligible to participate in the Rewards Program however You are able to earn Rewards Points on Eligible Transactions made by Additional Cardholders. For the avoidance of doubt, spend

by an Additional Cardholder on the Account or additional Card will not accrue Rewards Points in the name of the Additional Cardholder.

3 Earning Rewards Points

- 3.1 You will only earn Rewards Points on Eligible Transactions debited to Your Account or as otherwise advised.
- 3.2 It will take up to 5 Business Days after an Eligible Transaction has been processed by Us for Rewards Points to be allocated to You, or such other period as We may communicate to You from time to time.
- 3.3 You can redeem Rewards Points once they have been allocated to Your Rewards Balance.
- 3.4 Rewards Points are awarded in respect of Eligible Transactions as set out below. The number of Rewards Points awarded is calculated by reference to the Australian Dollar amount of the Eligible Transaction. You will earn the following:

Number of Rewards Points	Type of Spend
1 Rewards Point	for each whole Australian Dollar, for all Eligible Transactions.

- 3.5 At the end of Your Statement Period, the Rewards Points earned during that period on Your Account, will be displayed on Your statement of account.

4 Limitations on and loss of Rewards Points

- 4.1 If You or an Additional Cardholder receives a refund or reimbursement (for example, returned goods or services), a chargeback is made to Your Account, or where Rewards Points were incorrectly credited to Your Account, the Rewards Points relating to that event will be deducted from Your Rewards Balance.
- 4.2 Rewards Points have no monetary value (unless a Reward specifically permits), do not constitute Your property, are not transferable and cannot be redeemed for cash (unless a Reward specifically permits)
- 4.3 You will not earn Rewards Points if:

- a) You are in breach of Your Account Terms and Conditions, including if Your Account is in default; or
- b) Your Account is suspended; or
- c) We reasonably suspect You (or an Additional Cardholder) are operating Your Account fraudulently; or
- d) Your Account is closed or cancelled (whether by Us or by You); or
- e) We have received notification that You have passed away.

4.4 We may, acting reasonably, suspend Your right to earn Rewards Points. If We notify You that Your right to participate in the Rewards Program is no longer suspended, You will be able to earn Rewards Points on Eligible Transactions.

4.5 We may, acting reasonably, terminate Your right to earn Rewards Points. At the time We terminate Your right to earn Rewards Points by using Your Account, You will no longer accrue Rewards Points on Eligible Transactions and/or redeem Rewards Points.

If You instruct Us to close Your Account and/or elect not to participate in the Rewards Program, You will cease to earn Rewards Points on Eligible Transactions and Your Rewards Balance will be cancelled immediately.

4.6 If You have a dispute in relation to the number of Rewards Points which You have been awarded in respect of an Eligible Transaction, such a dispute must be made within 6 months of the date of the Eligible Transaction or within such time as is reasonable in the circumstances. We may require You to provide documentary evidence to support Your claim.

5 Redemption of Rewards Points

5.1 Pursuant to these Terms and Conditions, You may redeem Rewards Points for certain selected transactions at the PayPal checkout or in Online Servicing.

5.2 The Rewards Points You redeem will be deducted from Your Rewards Balance.

- 5.3 We retain the right to, at any time, set minimum and, or maximum Rewards Points thresholds for redeeming Rewards Points.
- 5.4 To redeem Rewards Points, Your Account must be in good standing and Your Rewards Balance must meet any minimum Reward Points redemption threshold which may apply at the time of redemption.

6 Redemption of Rewards Points at the PayPal checkout

- 6.1 You may redeem Rewards Points to pay for certain selected transactions in the PayPal checkout.
- 6.2 PayPal will present to You the transactions that can be paid by redeeming Your Rewards Points at the PayPal checkout. The types of transactions that may be paid by redeeming Your Rewards Points may change at any time.
- 6.3 If You make a partial Rewards Points redemption, the remaining balance will be charged to Your Account. You do not earn Rewards Points on the portion of Your redemption made using Rewards Points.
- 6.4 No scheme chargeback rights apply for Rewards Points redemptions. For any partial Rewards Points redemptions, scheme chargeback rights may be available for the portion of the transaction charged to Your Account.
- 6.5 If You make a request to redeem Rewards Points for eligible transactions in the PayPal checkout, this request cannot be reversed, cancelled or changed by Us after it has been accepted.
- 6.6 All Rewards Points redemptions made in the PayPal checkout are subject to the PayPal User Agreement, including the PayPal return policy, found at paypal.com/au/webapps/mpp/ua/useragreement-full. If further redemption requirements apply when redeeming Rewards Points in the PayPal checkout, these will be disclosed to You by PayPal at the time of redemption. PayPal may also limit, suspend, or terminate Your ability to redeem Rewards at any time in accordance with the PayPal User Agreement.

7 Redemption of Rewards Points in Online Servicing

- 7.1 You may use Your Rewards Points to pay for selected transactions, for a credit to Your Account.
- 7.2 Only selected transactions that You have made and that We present to You in Online Servicing can be redeemed using Rewards Points. You must follow the instructions where You are provided with the option to pay for a selected transaction with Your Rewards Points.
- 7.3 We will process the credit to Your Account within 5 Business Days.
- 7.4 Once You have redeemed Rewards Points in Online Servicing, it cannot be changed, reversed or cancelled.
- 7.5 Redeeming Rewards Points for a selected transaction in Online Servicing does not satisfy Your obligation to make the payment due on Your statement of account. To keep Your Account in order, You must disregard the amount of any Reward that has not been credited and make all payments as set out in Your Account Terms and Conditions.

8 Concierge Services

- 8.1 We provide Concierge Services to Cardholders via third parties. Concierge Services will act on Your behalf and as an intermediary in assisting You with the following requests:
 - a) Travel – for example, pre-trip information, flight and hotel availability and bookings;
 - b) Entertainment – for example, ticket bookings for events, and restaurant reservations;
 - c) Lifestyle – for example, information on golf clubs, health clubs, and pet services;
 - d) Shopping – for example, sourcing hard to find items or arranging gift purchase and delivery;
 - e) Business – for example, computer rentals, conference services and urgent interpretation.
- 8.2 You will be informed of the cost and options, if available, before any booking or purchase is made for You. Concierge Services will not incur costs on Your behalf unless Your prior consent has been

received. Any ticket purchases, once authorised and confirmed by You, will be deemed as non-refundable on non-exchangeable items.

8.3 Concierge Services will provide You with a clear and detailed breakdown of any costs associated with the provision of a service, prior to arranging the service. You will not be charged for research or co-ordination services performed by Concierge Services. You will be responsible for all other costs and expenses related to Your request. To the extent possible, goods and services acquired on Your behalf will be charged directly by the provider to Your Account. If Concierge Services advances funds for goods or services, Concierge Services shall bill that amount to our Account.

8.4 Concierge Services will not locate goods and services if they are:

- a) requested for re-sale, professional or commercial purposes;
- b) abroad when customs regulations prohibit the shipping of the items to You;
- c) prohibited under applicable law or which contravene popular moral or ethical standards; or
- d) do not clearly provide some recreational benefit to You.

8.5 When goods or services are purchased on Your behalf, items will be purchased and/or delivered in accordance with national and international regulations:

- a) You are at all times responsible for customs and excise fees and formalities;
- b) Concierge Services recommends that they be insured for mailing or shipping. Concierge Services does not arrange for an insurance policy to apply to the goods or services purchased on Your behalf. If you require an insurance policy for the goods and services purchased on Your behalf, You must specify this and You will be charged the cost of the insurance. Neither We nor Concierge Services provides mailing or shipping services. Mailing and shipping services are organised in accordance with Your

instructions. You may have remedies against the company which ships the goods to You.

8.6 Concierge Services accepts no liability arising from any provider that does not fulfil their obligations to You.

9 General

9.1 We accept no liability in respect of any government taxes (including Goods and Services Tax), duties or other charges that may be imposed by law in any country arising from the earning or redemption of Rewards Points or participation in the Rewards Program.

9.2 We give no warranty and accept no responsibility as to the ultimate taxation treatment of Rewards Points. You should seek independent tax advice in respect of the tax consequences arising from the use of this product or from participating in the Rewards Program.

9.3 We are not responsible for Rewards You redeem under the Rewards Program, any death or injury, loss or consequential loss or damage from a Reward or the loss, theft or destruction of a Reward.

9.4 We give no warranty (whether express or implied) whatsoever with respect to Rewards provided by the Rewards Program. If a Reward is damaged or faulty when You receive it, You must contact PayPal (if the Reward is obtained via the PayPal checkout), the supplier, the merchant or the manufacturer and exercise any rights You may have to claim under any manufacturer's warranty for the Reward. In particular, We do not represent that any particular Reward is suitable for the purpose for which You intend to use it.

9.5 We may vary these PayPal Rewards Card Rewards Terms and Conditions from time to time. For example We may:

- a) change the way You earn Rewards Points;
- b) change the way We award Rewards Points;
- c) change the way Rewards Points are redeemed;
- d) introduce or change Rewards Program features, fees and conditions; and
- e) make changes as a result of changes made by Our partners.

We will provide at least 30 days' prior notice of changes, unless We reasonably consider the change to be non-material in nature. Where the change is as a result of an increase in third party costs or the continued availability of a Reward, We will give You as much notice as is reasonably practical. Where the change is non-material, We will give You as much notice as reasonably practical.

9.6 We do not accept any liability for promotional materials published, or produced directly by PayPal.

9.7 At any time, You can withdraw Your consent to participate in the redemption of Rewards Points at the PayPal checkout by contacting PayPal.

For more information

Visit www.paypal.com/au/rewardscard



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