

more
than
money



SWITCHING FROM MASTERCARD® TO VISA

*and upgrading your
card to platinum*

Frequently asked questions

WE'RE MAKING A SWITCH TO VISA

NAB has joined with Visa to bring all of Visa's latest payment innovations to NAB credit card customers. As part of this NAB initiative, your NAB Low Fee Card will soon be upgraded and switched to Visa, which means that there'll be some upcoming changes to your card that you need to know about.

With your new NAB Premium Visa Card, you can immediately enjoy a range of Visa benefits, with improved banking and payment experiences to come.

HERE'S EVERYTHING YOU NEED TO KNOW ABOUT THE SWITCH

What stays the same?

- Your annual card fee you currently pay for your NAB Low Fee Card¹
- Your credit card limit
- Your interest rates¹
- Monthly statement cycle
- Up to 44 days interest-free on purchases²
- Your card annual fee billing date
- Card insurance benefits complimentary with your card, such as [Purchase Protection](#)³
- Accounts linked to your NAB credit card, such as a cheque or savings accounts
- Fraud protection with [NAB Defence](#)
- [NAB Credit Card Cover](#)⁵ arrangements you have on your account now

What's changing?

- Access to an expanded range of complimentary insurance benefits, such as Overseas Travel Insurance³
- Additional NAB Premium Card benefits, including NAB Platinum Concierge Service⁴
- Your product name moves from NAB Low Fee Card to NAB Premium Card
- Your new Premium card details (card number, expiration date, CVV) and PIN (if change required)
- Your direct debits, transfers and automatic payments (you'll need to update these with the new credit card details)
- Your NAB Alerts (you'll need to update your alert with the new Visa credit card number)

Why am I being upgraded?

MasterCard Credit cards will no longer be available at NAB, and we'll be switching all NAB MasterCard Credit cards to Visa in the coming months. To say thank you for being a valued NAB customer and because you've been using your card regularly, we're also upgrading you to the NAB Premium Visa Card. As a Premium card holder you'll enjoy access to a new range of Platinum benefits at no extra cost.

Can I opt out?

We're switching all MasterCard credit cards over to Visa - so you won't be able to opt out of the change or the upgrade.

Your new Platinum benefits

When your new NAB Premium Card arrives, you can start enjoying all these platinum benefits at no extra cost.

Including:

- Complimentary Travel Insurance that covers cancelled travel plans, overseas medical costs, lost luggage and more³
- Price protection and Extended warranty insurance, so you can shop with even more confidence³
- The NAB Platinum Concierge Service⁴ – it's like having your own personal assistant on-call 24/7
- Visa Front Line Access lets you pick up exclusive tickets to some of the biggest events before anyone else.

RECEIVING YOUR NEW VISA CARD AND PIN

Receiving your new Visa card

We'll notify you by mail at least 20 days before we send your new NAB Premium Card. You'll also receive a new credit card for any additional cardholders on your account.

Updating your address details

If you need to change the address of where your new NAB Premium Card will be delivered, you can do this in NAB Internet Banking, or just call our Visa Switch team on 13 37 68. We're here Monday to Friday from 8am to 7pm, and Saturday and Sunday from 9am to 6pm (AEST/ADST). You can also update your details by dropping in to any NAB branch.

If you're not around to receive your card

If you're away for an extended period of time, just call our Visa Switch Team on 13 37 68 to chat about your options.

Getting a new PIN

If we need to provide you with a new PIN, we'll let you know when you receive your new NAB Premium Card.

You'll get this within approximately three days after receiving your new NAB Premium Card. To reset your PIN, head to your nearest NAB ATM or call us on 13 37 68.

UPDATING DIRECT DEBITS, TRANSFERS AND AUTOMATED PAYMENTS

Updating your direct debits and transfers

When you get your NAB Premium card, you'll need to contact service providers (such as PayPal, your gym, phone companies or insurance providers) as soon as possible to update your direct debits and transfers with your new credit card details.

To identify any direct debits/recurring payments, simply check your monthly statements or call our Visa Switch team on 13 37 68 if you need help. While some providers will update your details over the phone, others might

need you to do this in writing. Keep in mind that additional cardholders will need to update their own credit card details.

Only the primary or additional cardholder can authorise change of account details, depending on which credit card holds the direct debit agreement. This isn't something we're able to do on your behalf as you hold the agreement with these service providers. So you'll need to contact these service providers directly to update them with your new credit card number. And if you have any additional cardholders they'll also need to update their credit card details.

Automatic payments set up on your MasterCard Credit card

- a) Payments set up by NAB from a NAB (or other) bank account will transfer to the new NAB Premium Card account number.
- b) For payments that you have set up in NAB Internet Banking:
 - Log in
 - Select 'Payment List' under the 'Funds Transfer' or 'Bill Payment' header
 - Select the payment you want to modify
 - Select your new NAB Premium Card number in the 'To Account' details field and save.
- c) For payments set up by an external party (e.g. your employer or BPAY), You'll need to update your Visa Credit card details with any external parties.

When to update your Direct Debits, Transfers and Automatic Payments

You'll have at least 60 days from the day you receive your new NAB Premium Card to update your direct debits, transfers and automated payments to your new credit card number. You'll only know what your new card number is when you receive your NAB Premium Card. So you won't be able to update your details before then.

Existing NAB Alerts (Payment Reminders or Balance Updates) on your MasterCard credit card

You'll need to update your NAB Alerts with your new NAB Premium Card number if you have set up Payment Reminders or Balance Updates on your credit card. Your NAB Alerts can be located under the 'Settings/Mailbox' heading in NAB Internet Banking.

YOUR ANNUAL CARD FEE

Will my annual card fee change?

No, your current annual card fee¹ amount and date it is charged won't change.

ACCESSING YOUR HISTORICAL MASTERCARD STATEMENTS

You'll receive a final paper statement for the MasterCard account once the switch has been completed. After the switch has been completed, you will continue to have access to your previous MasterCard statements in NAB Internet Banking.

Viewing new transactions on your new NAB Premium Card in NAB Internet Banking

To view all new transactions, simply click on the account summary under your new NAB Premium Card account.

If you need more information, just call our Visa Switch Team on 13 37 68.

Important information

1 Annual card fee and interest rates

Information, including interest rates and annual card fee are subject to change.

2 Interest free days on purchases

Interest free days on purchases if you pay the closing balance in full by the due date each month.

3 Complimentary insurances

A qualifying purchase is required to get the benefits of the complimentary insurance. See terms, conditions and exclusions of the complimentary insurances are specified in the NAB Card Insurance Policy Information booklet and in the NAB Purchase Protection Insurance Policy Information Booklet and may be amended. The complimentary insurances is issued by QBE Insurance (Australia) Limited ABN 78 003 191 035 to NAB. Access to the benefit of cover under the NAB card insurances is provided to eligible NAB cardholders by operation of s 48 of the Insurance Contracts Act 1984 (Cth).

4 Concierge service

This service is provided by Visa Worldwide Pte Ltd or International SOS (Australasia) Pty Ltd. Your concierge is available on 1300 730 213, 24 hours a day, 7 days a week. See the NAB Platinum Concierge Service terms and conditions booklet for full details.

5 NAB Credit Card Cover

MLC Limited ABN 90 000 000 402, AFSL 230694 is the insurer and issuer of NAB Credit Card Cover which has been branded and distributed by National Australia Bank Limited ABN 12 004 044 937 AFSL and Australia Credit Licence 230686 (NAB). MLC Limited may pay benefits to NAB and its related bodies corporate for the distribution of this product. This insurance is not a deposit with, a liability of, or guaranteed by NAB. MLC Limited is part of the Nippon Life Insurance Group and not a part of the NAB Group of Companies. Any financial advice in the notice is general only and has not been prepared having regard to your personal circumstances. You should consider your personal circumstances before acting on any advice in this notice. You should obtain a copy of the NAB Credit Card Cover Policy Disclosure Statement & Policy Document (PDF, 368KB) and consider it before making a decision whether to acquire the insurance. The PDS also contains full details of the cover provided by this insurance, including conditions, exclusions and important definitions. You should read it carefully. NAB recommends you obtain financial advice specific to your situation before making any financial investment or insurance decision.

Card Terms and Conditions

Please remember that your new card continues to be governed by the terms and conditions of your previous card. Any offers and/or special rates that were established on your previous card will still be honoured on your new card.

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For more information call

13 37 68

Available weekdays from 8am to 7pm, and
weekends from 9am to 6pm AEDT/AEST

or visit us at nab.com.au/switchtovisapremium