

Digital Wallet Terms of Use

Effective 11 July 2024



These terms apply to the use by you of a Card in a Digital Wallet. By registering a Card in a Digital Wallet you agree to these terms.

Account or cardholder terms and conditions

- In addition to these terms and conditions, the Terms and Conditions of your Visa card set out in our Deposit Accounts and Access Services Terms and Conditions (for Visa debit cards) or Visa Credit Card Terms and Conditions (for Visa credit cards) (collectively 'the general Terms and Conditions') apply to any use by you of your Card in a Digital Wallet.
- To the extent of any discrepancy, the general Terms and Conditions take precedence over these terms.
- You may also have additional terms issued by your Digital Wallet Provider or your telecommunications service provider which you are required to comply with.

Your responsibilities to keep your card secure and notify us of errors or fraud

- You agree to protect and keep confidential your User ID, phone lock passcode, passwords, and all other information required for you to make purchases with your Card using the Wallet.
- You must always protect your passcode by using a unique number or pattern that is not obvious or can be easily guessed. Take precautions when using your Digital Wallet. Try to memorise your passcode or carefully disguise it. Never keep a record of your passcode with your device, on your device or computer, or tell anyone your passcode.
- If your Device has been lost or stolen, or you believe your security credentials have been compromised, you must report this to us immediately. The general Terms and Conditions for your Card require you to contact us immediately if you believe there are errors or if you suspect fraud with your Card. This includes any fraud associated with a Digital Wallet. Where any of these circumstances apply, you must immediately report the incident to us on 13 8777 during business hours or the Visa card Hotline on 1800 648 027 after hours (+61 8 8318 0777 if calling from overseas).
- We will not be liable for any losses you incur except as specifically described in the general Terms and Conditions or as otherwise provided by law.

Using a Wallet

- Registration of the Card into a Digital Wallet is subject to us identifying and verifying you, and is at our discretion.
- We do not make any guarantees that the Digital Wallet will be accepted at all merchants.
- Credit Union SA is not the provider of the Digital Wallet and is not responsible for its use and function. You should contact the Digital Wallet Provider's customer service if you have questions concerning how to use the Digital Wallet or problems with the Digital Wallet.
- We are not liable for any loss, injury or inconvenience you suffer as a result of a merchant refusing to accept the Digital Wallet.
- We are not responsible if there is a security breach affecting any information stored in the Digital Wallet or sent from the Digital Wallet. This is the responsibility of the Digital Wallet provider.

Applicable fees

- There are no transaction fees for using your Card in a Digital Wallet.
- All applicable account fees still apply.
- There may be charges from your telecommunications provider.

Suspension or removal of a card from a Digital Wallet by us

- We can block you from adding an otherwise eligible Card to the Digital Wallet, suspend your ability to use a Card to make purchases using the Digital Wallets, or cancel entirely your ability to continue to use a Card in the Digital Wallet, if and when we are entitled, under the general Terms and Conditions (Deposit Accounts and Access Services), to cancel or suspend your access to access services.
- We may also cease supporting the use of Cards in Digital Wallets at any time. If we do, we will give you whatever notice, if any, is reasonable taking into account the reasons why we are ceasing to support digital wallets.

Suspension or removal of a card from a Digital Wallet by you

- You may remove a Card from the Digital Wallet by following the Digital Wallet Provider's procedures for removal.

Devices with same Digital Wallet provider account

- If you add a Card to one of your Devices and have other Devices sharing the same account ("Other Devices"), this may permit the Card to be added to the Other Devices and permit users of the Other Devices to see Card information. Please contact your Digital Wallet provider for more information.

Your information

- You agree that we may exchange information about you with the Digital Wallet Provider and the applicable card scheme to facilitate any purchase you initiate using a Card registered in a Digital Wallet.
- By registering your Card in a Digital Wallet, you are providing consent for your information to be shared with these parties.
- We may also share your information to make available to you in the Digital Wallet information about your Card transactions, or to assist the Digital Wallet Provider in improving the Digital Wallet. We are not responsible for any loss, injury or other harm you suffer in connection with the Digital Wallet Provider's use of your information.

You agree to allow us to contact you electronically

- You acknowledge that we may contact you electronically (for example via sms, email, notifications in app), and that this is considered written notice for the purpose of these terms.

We may amend these terms at any time

- We may amend these Terms at any time without prior notice.
- We will notify you of any changes to these Terms by electronic means or any other method available to us as outlined in the general Terms and Conditions.
- You agree to any such amendments by continuing to keep a Card in the Digital Wallet.

Want to know more about
Credit Union SA or any of
our products or services?
We'd be delighted to help.



Visit our website
creditunionsa.com.au



Call us on 13 8777



Visit us at
400 King William St,
Adelaide SA 5000



Have a Mobile Lending
Manager visit you

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