

# American Express Charge Card Member Agreement

Effective 1 August 2025



The American Express®  
Platinum Card

**Postal Address**

American Express Australia Limited  
Card Member Services  
GPO Box 1582  
Sydney NSW 2001

**Lost or Stolen Cards in Australia**

Telephone 1300 132 639

**Overseas**

Call collect (reverse charges) to Australia  
+61 2 9271 3760

**Account Enquiries**

Telephone: 1300 132 639 (in Australia)  
[americanexpress.com.au](http://americanexpress.com.au)

## Introduction

This American Express Charge Card Member Agreement along with the Financial Table make up the agreement (this **Agreement**) which governs the use of your Account with us.

By activating your Card or using your Account, you agree to this Agreement which replaces any previous agreement for your Account.

## 1. Definitions

As you read these Conditions, please remember that:

- **You** and **your** mean the person who applied for this Account and for whom we opened the Account. References to you and your also include actions taken by an Additional Card Member, but Additional Card Members do not have any direct contractual obligations to us under this Agreement.
- **We, us** and **our** mean American Express Australia Limited (ABN 92 108 952 085, Australian Credit Licence 291313).
- **Account** means the account we maintain in relation to Cards to you and any Additional Card Members, to which we may add Charges.
- **Additional Card Member** means a person issued with an additional Card to access your Account, and may previously have been referred to as a Supplementary Card Member.
- **Card** means any card, token, application or other thing we make available for the purpose of accessing your Account.
- **Charge** means all transactions made using a Card or otherwise charged to your Account, and includes purchases, fees, liquidated damages, commissions, taxes and all other amounts you have agreed to pay us or are liable for under this Agreement.

- **Electronic Charge** means a charge which is initiated by giving an instruction in an authorised manner, through electronic equipment (such as an electronic terminal, computer, mobile device, telephone or ATM) but does not include a charge where the principal means of authorising the charge is based on comparing a signature to the signature on the back of your Card.
- **Online Account** means a secure website where you may access Account information.

**Please read this Agreement carefully and keep it for your reference. You agree that it is your responsibility to ensure that any Additional Card Members are aware of these terms.** Please see the 'Additional Card Members' section of this Agreement for additional details.

**This Agreement contains a limitation of liability clause which limits our responsibility and liability.** Please refer to the 'Limitation of our Liability' section of this Agreement for additional details.

## 2. Protecting your Account, and Use of your Card(s)/Codes

Warning: Failure to comply with your obligations to protect your Account or to notify us of a lost or stolen Card may make you liable for unauthorised charges.

To prevent misuse of your Account, you must take the following reasonable steps to protect your Account from unauthorised access:

- sign and activate your Card as soon as you receive it;
- keep the Card in your possession, safe and secure at all times; and
- never share your Card or Account details with anyone, except with Merchants when making purchases.

To protect your PIN (personal identification number), telephone codes, online passwords and any other codes used on your Account (called Codes), you must ensure that you and any Additional Card Members:

- never share your Code/PIN or passwords with anyone else including a family member or friends;
- ensure that you retrieve the Card after making a Charge;
- never give out your Card details, except when using the Card in accordance with this Agreement; and
- follow any activation process we tell you about, as soon as possible.

We will comply with the ePayments Code and your liability for losses arising from failing to protect your Code(s) will be determined in accordance with the ePayments Code. See the section 'Liability for unauthorised charges' for more details.

### Permitted Uses

You may use your Account, subject to any restrictions set out in this Agreement, to pay for goods and services from Merchants who accept the Card (called Merchants). Here are some examples:

- using your Card to pay for goods and services by presenting the Card to a Merchant and complying with their request to sign or enter your Code; and
- using your Card or the Account to pay for goods and services ordered from a Merchant by telephone, internet or mail.

If permitted by the Merchant, you may return to the Merchant goods or services obtained using your Account and receive a credit to your Account.

### Prohibited Uses

You must not:

- give your Card or Account Number to other or allow them to use your Card or Account for Charges, identification or any other purpose;
- return goods or services obtained using your Account for a cash refund;
- use your Card to obtain cash from a Merchant for a Charge recorded as a purchase;
- obtain a credit to your Account except by way of a refund for goods or services previously purchased on your Account;
- use your Account if you are bankrupt or insolvent or if you do not honestly expect to be able to pay your closing balance on your next statement;
- use your Card if you find or recover it after reporting to us that it was lost or stolen;
- transfer balances from another account with us to pay your Account;
- use your Account if your Card has been suspended or cancelled or after the valid date shown on the front of the Card; or
- use your Account for an unlawful purpose, including the purchase of goods or services prohibited by the laws of Australia or any other country where the Card is used or where the goods or services are provided.

It is your responsibility to ensure that there is no prohibited use of your Account by you and any Additional Card Members. You will be responsible for any prohibited use of your Account, even if we did not prevent or stop the prohibited use.

### 3. Lost and Stolen Cards and Misuse of Your Account

You must tell us immediately by telephone 1300 132 639 if:

- a Card is lost, not in your possession, stolen or not received;
- a mobile or other device you use to make mobile payments using your Account is lost or stolen;
- someone else learns your PIN or other security Code; or
- you suspect your Account or Card is being misused, or used without your authority, or a Charge on your Account has not been authorised by you or has been processed incorrectly.

If a Card that you have reported lost or stolen is later found, you must destroy it and wait for the Replacement Card.

### 4. When You Are Liable for Unauthorised Charges

If applicable, your liability for unauthorised Charges will be determined in accordance with the ePayments Code and we warrant that we will comply with the ePayments Code.

You will not be responsible for unauthorised Charges where you have not contributed to them, for example where they:

- were due to our fraud or negligence, or that of a Merchant or third party involved in networking arrangements;
- related to a forged, faulty, expired or cancelled Card, PIN or Account access device;
- occurred before you received your Card, PIN or any other Account access device;
- related to a Charge being incorrectly debited more than once; or
- related to a Charge after you had notified us the misuse of your Account, loss or theft of your Card or breach of security for your PIN or other security codes.

However, you may be liable for certain unauthorised Charges, for example where you contribute to the unauthorised Charge:

- through fraud, by breaching the security requirements in the 'Protecting Your Account' section above, or leaving your Card in an ATM.

Then you will be responsible for all unauthorised Charges until you report the loss or breach of security requirements to us;

- through unreasonably delaying reporting of the misuse of your Account, loss or theft of your Card or breach of security for your PIN or other security codes.

Then you will be responsible for all unauthorised Charges between when you became aware of the loss or breach of security requirements (or should reasonably have become aware) and when it was reported to us.

If applicable, under the ePayments Code you are not liable for any portion of losses greater than a limit on your Account or under any rights we may have under Card scheme rules.

### 5. Statements

We will send or make available to you statements of account (called Statements) periodically. We will normally send you or make available a Statement once every month. Each Statement will show important information about your Account, such as the outstanding balance on the last day of the Statement period (called the Closing Balance), the payment due, the payment due date and will include Charges made by you and any Additional Card Members. If your Account is seriously overdue or the Closing Balance is less than \$10 or in credit, or there have been no transactions on your Account, we may stop sending you Statements.

Always check each Statement for accuracy and contact us as soon as possible if you need more information about a Charge on any Statement.

If you have a complaint or problem with your Statement or any Charge on it, inform us immediately. If we request, you agree to promptly provide us with written confirmation of your complaint or problem.

If you are enrolled in online Statements you agree that we may stop sending paper Statements. You agree that any specific terms about online Statements that we provide to you will apply and form part of this Agreement.

### 6. Fees

The fees and commissions that apply to your Account are set out and described in the Financial Table. You agree to pay these fees and commissions and you authorise us to charge them to your Account when due.

### 7. Liquidated Damages

If you do not pay the full closing balance by the due date on your monthly Statement, you are in default and you agree that we may charge you liquidated damages as specified in the Financial Table on any overdue amount. Liquidated damages may themselves be included in a future closing balance in any subsequent Statement until paid in full.

### 8. Liability

Except as set out in the section 'When you are liable for unauthorised charges', you promise to pay to us all Charges and amounts owing on your Account, including:

- Charges you authorise even if there was no signature or Card presented;
- Charges you authorise by allowing other people to use your Account; and
- Charges that occur because you breach this Agreement (for example, if you haven't taken reasonable steps to protect your Account, including unauthorised Charges related to a lost or stolen Card or Code being used by an unauthorised person under the circumstances set out in the 'Lost and Stolen Cards and Misuse of Your Account' section of this Agreement).

### **Additional Card Member not liable for Charges**

You authorise any Additional Card Member to use your Account and acknowledge that the Additional Card Member is an authorised user of your Account.

You will be solely liable for Charges made by an Additional Card Member on your Account and any Additional Card Member is not liable to us for any Charges they make to your Account using their Additional Card.

### **9. Charge Approval**

Unless we inform you of a spending limit, each Charge is approved based on the expense level and credit history of all of your Accounts established with us, our subsidiaries and affiliates and/or licensees, as well as on your credit history with other financial institutions and your personal resources and income known by us. We may at our discretion decide and inform you of a credit limit applicable to your Account which is the maximum amount which can be outstanding at any time on your Account (including use by any Additional Card Members).

You agree to manage your Account so that Charges billed to your Account do not exceed any spending limit, where applicable.

### **10. Card is Our Property**

Although you and any Additional Card Member use Card(s) on your Account, all Card(s) remain our property at all times. You may be asked to return the Card to us or anyone we ask to take it on our behalf, including Merchants. We may also inform Merchants that your Card is no longer valid.

### **11. Payments**

Payments are due and payable to us on the date set out on your monthly Statement, unless we notify you that it is due immediately.

Payments may be made by any of the methods set out in your Statement. You must also comply with any instructions and requirements regarding payments as set out in your Statement or that we otherwise provide you.

You must pay us in Australian Dollars. You must allow sufficient time for us to receive your payment by the payment due date. Third parties who send us or process your payment on your behalf are not our agents and their receipt of a payment will not be treated as the time we receive your payment. We are not responsible for any delays in receiving payments and you must pay any charges which may apply. If you choose to pay by direct debit, you agree that any specific terms that we provide to you at enrolment will apply and form part of this Agreement.

If we process a late payment, a partial payment or a payment marked with any restrictive language (such as in full or final settlement), that will have no effect on our rights (e.g. to recover the full balance owing) and will not change this Agreement.

If we credit your Account with a payment, we reserve the right to reverse the payment if it is returned or dishonoured for any reason.

If you do not make your payment as required or if there is a dishonoured payment, we may consider your Account in default under the 'Default' section of this Agreement.

**12. Allocation of Your Payments**

We will normally apply payments to your Account in the following order:

- first, to applicable delinquency charges, cash withdrawals, linked credit account minimum dues, if any, and purchases, in that order;
- second, to annual Card Membership fees;
- third, to other fees charged by us that appear as a separate item on your monthly Statement, for example, Statement reprint; and
- fourth, to charges, other than those above, that have appeared on a monthly Statement.

**13. Payments to Third Parties**

If your Account application was obtained from a third party, such as a Merchant or sales agent, or if your Account or the Card is co-branded with another business, we may pay compensation to them although the amount of compensation may be unascertainable at this time.

**14. Charges Made in Foreign Currencies**

For each Charge submitted to us in a currency other than Australian Dollars (a Foreign Charge), on the day we process the Foreign Charge we will:

- convert it to US Dollars first (unless it was submitted to us in US Dollars);
- convert the US Dollar amount into Australian Dollars; and
- apply a single non-refundable currency conversion fee to the Australian Dollar amount of the Foreign Charge.

We use exchange rates from customary industry sources, or a specific rate if required by law. We use the exchange rate from the weekday day prior to the day we process the foreign charge (or two weekdays prior for Foreign Charges processed on 1 January and 25 December). The exchange rate we use may be higher or lower than the exchange rate available on the day you made the Foreign Charge, and exchange rate fluctuations can be significant.

When making a Charge in foreign currency, you may have the choice to allow a third party to convert the Charge into Australian Dollars at the point of sale. If you choose this option, then that third party will:

- determine the exchange rate and any commission or fees payable for the currency conversion; and
- submit that Charge to us in Australian Dollars, meaning we will not convert the Charge or apply currency conversion fee.

You acknowledge that any refund of a Foreign Charge may be different to the Foreign Charge amount originally processed on your Account. The difference is generally because:

- the refund and the Foreign Charge may be processed on different days with different rates;
- we do not apply any currency conversion commission fee to refunds of Foreign Charges; or
- where third parties convert Charges in foreign currencies, those third parties may treat refunds differently to the original foreign currency Charge.



## 15. Additional Card Members

At your request, we may issue an Additional Card on your Account to another person.

We may limit the number of Additional Cards issued on your Account. We generally do not provide copies of agreements, Statements, notices and other communications to an Additional Card Member.

You acknowledge that we may provide information to an Additional Card Member about their use of the Account (for example their Charges) in accordance with the Card Member Privacy Statement.

Please see the 'Liability' section of this Agreement regarding the liability of an Additional Card Member for Charges made by that Additional Card Member. You agree and are responsible to ensure that each Additional Card Member reads, understands and complies with this Agreement, including the Financial Table and any notices and other communications that we may send to you.

To cancel an Additional Card, please see the 'Default/Closing Your Account' section of this Agreement.

## 16. Use of ATMs

The Express Cash™ Program is governed by one or more agreements separate from these conditions.

## 17. Recurring Charges

You or an Additional Card Member may authorise a Merchant to bill your Account at regular intervals for goods or services (called Recurring Charges). Here are some important things that you need to know about Recurring Charges and your Account.

### Replacement Cards and Cancelled Cards

A replacement or new Card (called a Replacement Card) may

be issued to you if your Card is lost, stolen, damaged, cancelled, renewed or switched to a different Card type. Your Card may also be cancelled or no further Charges permitted without a Replacement Card being issued (called a Cancelled Card).

**In order to avoid potential disruption of Recurring Charges and the provision of goods or services by the Merchant in the case of a Replacement Card or Cancelled Card, it is always your responsibility to contact the Merchant and provide Replacement Card information or make alternative payment arrangements.**

You agree to be responsible for any Recurring Charges that may continue to be charged to your Account from a Card that has been replaced or cancelled. Recurring Charges may be automatically charged to a Replacement Card without notice to you.

Please note that we do not normally provide Replacement Card information (such as Card number and Card expiry date) to the Merchant.

### Stopping Recurring Charges

To stop Recurring Charges being billed to your Account, you must have the right to do so by law or under your arrangement with the Merchant and you must advise the Merchant in writing or in another way permitted by the Merchant, to stop billing Charges to your Account.

### Our Enrolment Services

If we permit, you or an Additional Card Member may authorise us or our agent to enrol you with a Merchant for Recurring Charges. You will remain responsible to make other payment arrangements until the Recurring Charges begin to be applied to your Account. We are not responsible for any failure to enrol your Account for Recurring Charges or if the Merchant fails to charge your Account. The paragraph 'Stopping Recurring Charges' above also applies if you or an Additional Card Member uses our enrolment services.

## 18. Authorisation

We may require Charges to be authorised by us before they are accepted by a Merchant. We may refuse any request for authorisation of a Charge on reasonable grounds, including for example and without limitation where the value of Charge exceeds the available credit balance (where applicable), where we suspect the Charge is fraudulent, is subject to Australian or United States sanctions or does not comply with this Agreement, or where we reasonably believe that you may be unable to fulfil your obligations under this Agreement.

## 19. Renewal and Replacement Cards

You authorise us to send you and any Additional Card Members a renewal Card or a Replacement Card before the current Card expires. You must destroy any expired Cards in accordance with the instructions we provide you. This Agreement as amended or replaced continues to apply to any renewal or Replacement Cards we issue.

## 20. Privacy

The collection, use and disclosure of your information by us is regulated by the *Privacy Act 1988* (Cth). We collect, use and share your personal information in accordance with our American Express Card Member Privacy Statement, which provides you with information about:

- the collection, use and disclosure of your credit information and personal information;
- how you can access and seek to correct your personal information and credit information;
- how you can opt out from our marketing lists; and

- more details on our Online Privacy Statement and Credit Reporting Policy.

A full copy of our Card Member Privacy Statement is provided at the end of this Agreement. By providing your personal information to us and using your Account, you agree to the terms of our Card Member Privacy Statement.

## 21. Additional Services

We may make available additional services or benefits which will be subject to separate terms and conditions. Examples of services or benefits include insurance, assistance services, rewards programs and Merchant offers.

We may receive compensation from additional service providers and our compensation may vary by provider and product. Your Account will be charged for any fees or premiums that may apply for services and benefits.

Services and benefits that are provided by third parties are subject to the terms and conditions set by the third party and any dispute must be settled directly with the third party. Services and benefits may be changed or cancelled with or without notice. We are not responsible for any service or benefit not directly provided by us.

If your Account is closed, it will be your responsibility to obtain replacement services and benefits or make new payment arrangements with the third party if the service is still available.

## 22. Insurance

We identify insurance providers and products that may be of interest to some of our customers. In this role, we do not act as an agent or fiduciary for you and we may act on behalf of the insurance provider, as permitted by law. We receive compensation from insurance providers and our compensation may vary by provider and product. Also, in some cases, an entity that is affiliated with us may be the insurer or reinsurer and may earn insurance or reinsurance income.

The arrangements we have with certain providers, including the potential to reinsure products, may also influence what products we identify.

We do not require you to purchase any insurance product, and you may choose to cover your insurance needs from other sources on terms they may make available.

### **23. Changes to the Agreement, Card, Fees or Benefits**

We may change your Card, including any fees, commissions or benefits or any provision of this Agreement, including to:

- change the circumstances in which any of the fees, liquidated damages or the currency conversion commission on your Account are charged and the amount of those fees or commissions;
- impose, remove or adjust a daily or other periodic transaction limit applying to the use of a Card, an Account or electronic equipment;
- change your liability for losses relating to unauthorised Charges (provided the change is consistent with the ePayments Code);
- change benefits and services associated with the Account; and
- we may change any other provision of this Agreement.

We will give you at least 30 days' advance written notice when we make such changes, except where the change reduces what you have to pay (or is otherwise in your favour) or the change happens automatically under the contract. If you are dissatisfied with any change, you may cancel this Agreement and may be entitled to a pro rata refund, where you contact us as set out under the 'Default/Closing Your Account' section of this Agreement.

### **24. Assignment Transfer by Us**

We may assign any of our rights under this Agreement. We may also transfer our obligations under this Agreement to any third party provided we are satisfied that there will be no detriment to you in the transfer.

You agree that we may disclose any information or documents we consider necessary to help us exercise any of these rights.

#### **Transfer by you**

Your rights under this Agreement are personal to you and may not be assigned without our written consent.

### **25. Severability**

If any provision of this Agreement conflicts with any applicable law or regulation, that provision will be deemed to be modified or deleted so as to be consistent with law or regulation. This will not affect the parties' obligations which will continue as amended.

### **26. Suspension**

We may on reasonable grounds immediately stop you or any Additional Card Member from using the Card or we may refuse to authorise a Charge. For example, we may do so where the available spending balance has been exceeded, or where we suspect that a Charge is fraudulent, or does not comply with law or this Agreement, or where we reasonably believe that you will be unable to comply with your obligations under this Agreement. We will notify you as soon as reasonably practicable of such a suspension. This Agreement will continue if we take either of these actions and you will still be responsible for all Charges on your Account.

## 27. Default/Closing Your Account

We may treat your Account as being in default at any time in the event that you fail to comply with your obligations under this Agreement, such as failure to make any payment when it is due or if any form of payment is returned or not honoured in full.

We may also consider your Account to be in default at any time if any statement made by you to us in connection with your Account was false or misleading, you breach any other agreement that you may have with us or with any of our affiliates, or if bankruptcy or other creditor proceedings are threatened or initiated against you.

The inclusion of previously billed Charges and/or any portion of dishonoured payments shown on a statement will not constitute a waiver by us of any default.

In the event of any default, you will also be responsible for all reasonable costs incurred by us or our agents including collection, collection agency, and legal adviser fees and costs, in recovering any amounts unpaid and in protecting ourselves from any harm we may suffer as a result of the default.

### You May Close Your Account

You may cancel this Agreement at any time by paying off all amounts owing on your Account, destroying all Cards issued on your Account, stopping use of your Account and requesting the closure of your Account. We will only close your Account when you have paid off all amounts you owe us. All fees continue to accrue if outstanding balances exist on a Cancelled Card. You can cancel an Additional Card Member's Card by informing us.

### Pro Rata Fee Refund

You may be entitled to a pro rata refund of your Annual Card Fee if you contact us to end your Agreement in the following circumstances:

- you cancel this Agreement because we have made a materially detrimental change to your Card under the 'Changes to the Agreement, Card, Fees or Benefits' section of this Agreement and you contact us about this change within 30 days of being notified; or
- you cancel this Agreement for any reason within 30 days of the Card Annual Fee being charged.

The amount of any pro rata refund will be assessed having regard to when you cancel your Agreement and the Card benefits you have used in the current period.

### We May Close Your Account or Cancel Any Card

We can immediately end this Agreement or cancel any or all Card(s) or other loans if:

- you are in default at any time;
- we suspect any illegal use of the Card;
- we are required to do so by law; or
- we have reason to believe that you may no longer be creditworthy.

We may also terminate this Agreement at any time with 30 days' notice.

If we take such action, you will still be obligated to pay all amounts owing on your Account.

If we end this Agreement, you must pay all money you owe us immediately, including unbilled Charges that may not be shown on your last statement. We will only close your Account when you have paid off all amounts you owe us.

If your Card is cancelled for any reason, all other Cards issued on this Account will be cancelled at the same time. If we cancel this Account, we may also have rights to cancel other Accounts you hold with us.

You will continue to be responsible for all Charges made using your Account, including Recurring Charges until your Account is no longer used and any Recurring Charges are stopped.

## **28. Communicating With You**

We will contact you from time to time to manage and administer your Account and the benefits and services on it. We may contact you in a variety of ways depending upon which contact details you have provided to us (for example, we may send a text to your mobile phone number or an email to your email address). We may also contact you online through our online sites and services (for example, within your profile on our website or one of our mobile applications). We may send you notices (including notices or information we are required or choose to send you, including about changes to this Agreement) on or together with your statements.

We may also send you marketing communications from time to time, such as offers and promotions. We may use your personal information for this purpose but always in accordance with our Card Member Privacy Statement. You can opt out of marketing communications at any time by contacting us. It is your responsibility to keep your contact details up to date at all times. You must inform us immediately if there are any changes to your mailing address or email address to which we send statements or other communications. We are not responsible if you do not receive any communication from us (such as a statement or an account alert) because you failed to keep your contact details updated.

## **29. No Waiver of Our Rights**

If we fail to exercise any of our rights under this Agreement, this will not be a waiver of our rights and will not prevent us from exercising them later.

## **30. Complaints and Problems With Goods or Services Purchased**

If you have a complaint or problem with a Merchant or any goods and services Charged to your Account, you must still pay all Charges on your Account and settle the dispute directly with the Merchant.

## **31. Assignment of Claims**

Although we may have no obligation to do so, if we credit your Account in relation to your claim against a third party such as a Merchant, you are automatically deemed to have assigned and transferred to us, any rights and claims (excluding tort claims) that you have, had or may have against any third party for an amount equal to the amount we credited to your Account. After we credit your Account, you agree not to pursue any claim against or reimbursement from any third party for the amount that we credited to your Account. You also agree to cooperate with us if we decide to pursue a third party for the amount credited. Cooperation includes signing any documents and providing any information that we require. Crediting your Account on any occasion does not obligate us to do so again.

## **32. Examples**

When we provide examples in this Agreement, they do not limit the provisions of this Agreement. The terms '*includes*', '*such as*' and '*for example*' mean, respectively, '*includes without limitation*', '*such as but without limitation*' and '*for example but without limitation*'.

## **33. Governing Law**

This Agreement is governed by the laws of the State or Territory of Australia as stated on your billing address or if your billing address is overseas, as stated on your last known Australian billing address and the courts of that State or Territory shall have jurisdiction over all parties to the Agreement.

## **34. Taxes, Duties and Exchange Control**

You must pay any government tax, duty or other amount imposed by law in any country in respect of the Account, any Charge on your Account or any use of the Account by you.

### 35. Limitation of Our Liability

We are not responsible or liable to you or any Additional Card Member for:

- any refusal, delay or failure by a Merchant to accept American Express Cards or your Card;
- declining an attempted Charge;
- goods and services you Charge to your Account, including any dispute with a Merchant about goods and services charged to your Account; and
- except in relation to our liability as set out in the ePayments Code, damages regardless of how they arise, including loss of profits or any incidental, indirect, consequential, punitive or special damages.

If any warranties or conditions are implied under the *Australian Securities and Investments Commission Act 2001* (Cth) or any similar law in respect of goods or services supplied under this Agreement or in connection with your Account, then our liability for a breach of any such warranty or condition is limited to:

- in the case of goods, the replacement cost of the goods, the supply of equivalent goods, the repair of the goods, or the cost of having the goods repaired; and
- in the case of services, the supplying of the services again, or the payment of the cost of having the services supplied again.

### 36. Complaints

#### What You Should Do?

If calling within Australia, you can call us 24 hours a day on 1300 736 659. If overseas, call us collect (reverse charges) to Australia on +61 2 9271 3760. If the problem cannot be resolved

immediately to your and our satisfaction, we will advise you in writing of our procedures for investigation and resolution of the complaint.

You also agree that, when requested, you shall provide all the reasonable assistance and relevant information, including written statements, to us and/or the police in relation to your claim of unauthorised Charges.

By reporting the existence of unauthorised Charges, you agree to allow us to release any information that you have provided which is subject of an investigation of unauthorised Charges to the police and any other investigative or statutory authority.

#### Our Dispute Resolution Procedures for Unauthorised Electronic Charges

Where the dispute relates to an Electronic Charge, the following dispute resolution procedures apply.

If we are unable to settle your dispute immediately to your satisfaction, we will advise you in writing of the procedures for further investigation and resolution and we may request further relevant details from you.

Within 21 days of receiving these further relevant details from you, we will:

- advise you in writing of the results of our investigation; or
- advise you in writing that we require further time to complete our investigation.

Where an investigation continues beyond 45 days, we will inform you of the reasons for the delay and provide you with monthly updates on the progress of the investigation and a date when a decision can reasonably be expected, except in cases where we are waiting for a response from you and you have been advised that we require such a response.

If we find that an error was made, we will make the appropriate adjustments to your Account, including fees or charges (if any) and will advise you in writing of the amount of the adjustment.

When we advise you of the outcome of our investigations, we will:

- give you reasons in writing for our decisions by reference to this Agreement and, where it applies, the ePayments Code; and
- advise you in writing of any adjustments we have made to your Account.

If we decide that you are liable for all or any part of a loss arising out of unauthorised Charges on your Account, we will:

- give you copies of any documents or other evidence we relied upon; and
- advise you whether or not there was any system or equipment malfunction at the time of the transaction.

If we fail to carry out these procedures or cause unreasonable delay, we may be liable for part or the entire amount of the disputed transaction where our failure or delay has prejudiced the outcome of the investigation.

#### **If You Are Not Satisfied**

If you are not satisfied with the outcome of our investigation, you may pursue your complaint with the Australian Financial Complaints Authority (AFCA). You can contact AFCA on 1800 931 678, at **[www.afca.org.au](http://www.afca.org.au)** or write to them at:

Australian Financial Complaints Authority  
GPO Box 3, Melbourne  
VIC 3001.

## **AMERICAN EXPRESS AUSTRALIA LIMITED CARD MEMBER PRIVACY STATEMENT**

Effective September 2024

This Card Member Privacy Statement describes how American Express collects, uses, shares, and keeps your credit information and personal information in accordance with the Privacy Act and the Australian Privacy Principles. If you do not agree to our use of your credit information and personal information in this way, we may be unable to provide our products and services to you.

In addition to this Card Member Privacy Statement, we also have more specific information available regarding how we handle your:

**Online Information.** Please see our Online Privacy Statement, which describes how we handle information we collect about you from your use or access of American Express websites, online applications and any of our online services or content. Our Online Privacy Statement is available at: **[www.americanexpress.com.au/privacy](http://www.americanexpress.com.au/privacy)**

**Credit Reporting Information.** Please see our Credit Reporting Policy for further detail about when, how and why we access Credit Reports about you, which credit reporting bodies American Express is likely to disclose your credit information, and how you may complain about a failure by American Express to comply with the Privacy Act and how American Express will deal with a complaint. Our Credit Reporting Policy is available at: [www.americanexpress.com.au/creditinfo](http://www.americanexpress.com.au/creditinfo)

## Collection, use and sharing of credit information by American Express

American Express may obtain both consumer and commercial credit reports about you from a credit reporting body. We will use this information along with other information we hold about you, including Online Information (see above), for purposes including:

- assessing your credit worthiness
- assessing your application
- collecting overdue payments
- American Express' internal management purposes relating to the provision or management of consumer credit or commercial credit as relevant
- helping you to avoid defaulting on your obligations with American Express
- to determine if you're ineligible for certain marketing offers from us
- for any other use in connection with your Account as permitted under the *Privacy Act 1988*

American Express may disclose information about you to credit reporting bodies before, during or after credit is provided to you. This includes:

- that you have applied for a Card, including the Account credit limit
- that American Express is a credit provider to you, including the type of credit, Account opening and closing dates, and credit limit
- 24 months of repayment history on your Card Account
- default information related to payments that are at least 60 days overdue (and advice that overdue payments have been paid in full)

- if you have entered into a financial hardship arrangement with us, we are required to tell credit reporting bodies that you have entered into that arrangement
- that you have committed a serious credit infringement
- that you have made a request to correct your personal information
- any other information as permitted under the *Privacy Act 1988*

American Express may exchange information about you with credit providers named in your application or in a credit report issued by a credit reporting body. Among other things, this is to:

- assess your credit worthiness, this application and any subsequent application for credit
- notify other credit providers of a default by you
- exchange information about your Account when you are in default with other credit providers
- complete any approval process for any transactions you wish to make on your Account
- administer your Card Account
- notify that you have made a request to correct your Account

American Express may also exchange credit information about you with any person considering whether to act as a guarantor in relation to this and future applications by you for credit.

**For more information about how we use credit information, see our Credit Reporting Policy at [www.americanexpress.com.au/creditinfo](http://www.americanexpress.com.au/creditinfo).**

## How we collect your personal information

Generally, if you are applying for a Card Account we collect your personal details such as name, date of birth and address, details about your employment, financial circumstances and other information relevant to your Card Account.



American Express collects information about you in a number of ways, including:

- directly from you, such as in your credit application or when you enter one of our competitions or promotions
- from your use of our products and services, such as when you make a purchase using your Card Account
- from your use of or access to American Express websites, mobile applications any of our other online services or products (such as your IP Address and location, device type and browser version) ('Online Information') – For more information about how we collect and use Online Information see our Online Privacy Statement at [www.americanexpress.com.au/privacy](http://www.americanexpress.com.au/privacy).
- from credit reporting bodies, as described above for credit information or for identity verification
- from people or companies named in your credit application (for example your employer)
- from other information providers and sources that we may contact to verify your identity and financial information (such as, data aggregators, companies that process or administer your superannuation contributions, payroll providers, financial institutions and government bodies and agencies).

We and our Service Providers may collect or use your biometric information, such as your image, to verify your identity with your express consent. We and our Service Providers will collect and use such biometric information lawfully and will only store such data for so long as is strictly necessary to verify your identity. All biometric information will be deleted by no later than within 12 months of collection.

### **How we use your personal information**

We may use the information we collect about you (including Online Information) on its own or combine it with other information to:

- deliver products and services, including:
  - for the same purposes as for credit information listed above
  - issuing your Card
  - verify your identity when you contact us
  - manage your Card Account and your transactions
  - tell you about new features, benefits and updates to your Accounts, products, and services
- advertise and market our products and services – and those of our business partners – including to:
  - send or provide you with marketing, promotions and offers
  - analyse whether our marketing, promotions and offers are effective
  - help us determine whether you may be interested in new products or services
- conduct research and analysis, including to:
  - better understand our customers - allow you to rate and review our products and services
  - produce data analytics, statistical research, and reports
  - review and improve our products and services and make them easier to use
  - develop new products and services
- manage fraud, security and credit risks, including to:
  - detect and prevent fraud or criminal activity
  - safeguard the security of your information
  - assess your credit worthiness, and make decisions about whether or not to approve your application for credit
  - to manage your existing Accounts and credit limits
- verify your identity and your financial details, including to:
  - verify your income;
  - verify your identity and your identification documents.
- use it in other ways as required or permitted by law or with your consent

### When we might share your Personal Information

We do not share Personal Information with anyone except as described below. We only share Personal Information as required or as permitted by law as follows:

- people you authorise to use or access your Account (for example, additional Card Members)
- with credit reporting bodies, for the same purposes as for credit information listed above
- the provider of any payment service you use to make payments to American Express
- with regulatory authorities, courts, and governmental agencies to check your identity, comply with legal orders, legal or regulatory requirements, and government requests and to detect and prevent fraud or criminal activity, and to protect the rights of American Express or others
- within the American Express Family of Companies
- with government agencies (such as official record holders or document issuers) to verify your identity;
- with other information providers and sources (such as, data aggregators, companies that process or administer your superannuation contributions, payroll providers and financial institutions) that we may contact to verify your identity and financial information.
- with Service Providers who perform services for us and help us operate our business (for example, Card manufacturers, collection agents, mail houses and reward redemption partners). We require Service Providers to safeguard Personal Information and only use your Personal Information for the purposes we specify
- share and exchange information with business partners and co-brand partners with whom we jointly offer or develop products and services for marketing, planning, product development and research purposes (but they may not use your Personal Information - in particular your email address - to independently market their

- own products or services to you unless you provide your consent)
- with third parties in the context of a sale of all or part of the American Express Family of Companies or their assets
- any other purpose you have consented to

### Aggregated and De-identified Information

Aggregated or de-identified Information is not personal information and does not identify you individually; however, it may be derived from personal information. It helps us to analyse patterns among groups of people. We may share aggregated or de-identified Information in several ways, for example:

- for the same reasons as we might share Personal Information
- with any Business Partners to help develop and market programs, products or services and present targeted content and marketing
- with Business Partners to conduct analysis and research about customers

### Recording Phone Calls

American Express may also monitor and record your telephone conversations with us for staff training and service quality control purposes.

### Direct Marketing

From time to time, American Express, its agents and business partners (including insurance companies) will send you and any additional Card Members information about products, services, offers and other promotions on offer from American Express or jointly with its business partner. These communications may be sent electronically (for example by email, mobile message or push notification), by phone or by post. You can opt-out from receiving direct marketing at any time by calling 1300 132 639.

You can also adjust your communication preferences using our Online Preferences or opt-out of email marketing by clicking 'unsubscribe' in the footer of our emails. This will continue until you opt-out or until twelve months after you cease being an American Express Card Member.

### **Transfer of your personal information and credit information overseas**

American Express is a global organisation and we may use international entities to help our business functions. As a result, American Express may need to share your information outside of Australia. It is impracticable for American Express to list out each and every country that we may share your information to, but such countries include the United States of America, Malaysia, India and the United Kingdom. We will ensure that any transfer of your personal information is subject to appropriate conditions of confidentiality to ensure your information is handled consistently with the Australian Privacy Principles.

### **How we store your personal information**

American Express stores personal information in a combination of secure computer storage facilities and paper-based files and other records. We have taken a number of steps to protect the personal information we hold from misuse, loss and unauthorised access, modification or disclosure. We use generally accepted technology and security so that we are satisfied that your information is transmitted safely to us through the internet or other electronic means. We will take reasonable steps to securely destroy or permanently de-identify personal information when we no longer need it.

### **Information about other persons**

If you provide personal information about someone else to American

Express, you must make sure that the individual has seen, understood and agreed to:

- their personal information being collected, used and disclosed by American Express in accordance with this notice
- their ability to access that information in accordance with the Privacy Act 1988 and to advise American Express if they think the information is inaccurate, incomplete or out-of-date
- the contact details of the American Express Privacy Officer

### **Our Privacy Policy**

For more information about how American Express Australia manages personal information, please see the American Express Privacy Policy.

### **Complaints, Access and Corrections**

We endeavour to provide you reasonable access to the personal information we hold about you where it is legal, reasonable and feasible for us to do so. There is no fee to request access to your personal information, however we may charge a fee to collate and provide your personal information with your consent.

If you think any of the information we hold about you is inaccurate, incomplete or out-of-date, you can ask us to update it or correct it.

To request access to your personal information, request a correction or make a complaint, please call us on 1300 132 639 or write to:

The Privacy Officer  
American Express Australia Limited  
GPO Box 1582  
SYDNEY NSW 2001

In the event we refuse to give you access to your personal information, or do not consider that your information needs correcting, we will provide you a written explanation of our decision and your options of review. You may ask us to include a statement alongside your personal information which says that you think your personal information is inaccurate, incomplete, misleading or out of date.

Where you make a complaint we will confirm in writing that it has been received by us within seven days. We endeavour to resolve your complaint within 30 days and where we are unable to, we will contact you to explain why and request more time.

Where you are unsatisfied with the way we have handled your complaint, you may escalate your complaint to the Australian Financial Complaints Authority (AFCA) who facilitates a free dispute resolution service. AFCA will generally ask if you have tried to resolve the issue with us first. You may contact AFCA on 1800 931 678, through [www.afca.org.au](http://www.afca.org.au) or at GPO Box 3, Melbourne, VIC, 3001.

### FINANCIAL SERVICES GUIDE

This Financial Services Guide is issued by:  
American Express Australia Limited (ABN 92 108 952 085)  
Australian Financial Services Licence No. 291313.

### Definitions

Throughout this document the following words have special meanings:

- **'American Express, we, us'** means American Express Australia Limited.
- **'You'** means the person to whom this Financial Services Guide has been provided.

### Welcome to American Express

This Financial Services Guide (FSG) is designed to help you decide whether to use the financial services we provide and explains:

- the products and services we can offer you;
- how we, and others, are remunerated for the services offered to you; and
- our internal and external complaints-handling procedures.

This FSG is one of a number of documents that our representatives may supply to you when we provide financial services to you.

For certain financial products which we offer to you or about which we give you financial product advice, we will give you a Product Disclosure Statement (PDS) for that product. This PDS will assist you in making an informed decision about a particular product and contains a range of general information about the product being offered, including:

- the significant features and characteristics of the product;
- the significant benefits and risks associated with holding the product;
- information about the cost of the product; and
- information about any cooling-off rights applicable in relation to the product.

### Customer Instructions

Depending on the financial product or service that we supply to you, you may provide us with instructions verbally, in writing, by facsimile or by other electronic means.

We generally require your signature for verification. However, depending on the product or service, special arrangements may be in place to receive your instructions by facsimile, telephone or electronically. Please refer to the relevant Product Disclosure Statement for each particular financial product for further information.

### Products and Services which American Express is Licensed to Provide

American Express holds an Australian Financial Services Licence. This licence authorises American Express to deal in and provide advice and services in relation to life risk and general insurance products.

For each of these products, we can provide general financial advice. Our general advice does not take into account your personal objectives, financial situation or needs.

American Express generally does not provide personal financial advice.

In addition, American Express also offers the following products which do not meet the definition of a financial product under the *Corporations Act 2001* (Cth) :

- Credit Cards, Charge Cards and lending products (personal and business); and
- Merchant transaction acquiring.

In relation to these services, you will not receive a Product Disclosure Statement and certain other processes contained within this document may not apply.

### American Express May Offer Products of Other Issuers

If we sell to you products issued by other product issuers, we generally act on behalf of that other product issuer.

American Express acts on behalf of other issuers when it sells life risk insurance and general insurance (including travel insurance).

### What Remuneration Do We Receive for Providing the Financial Services?

#### Third parties

American Express may receive commissions and other remuneration or benefits for selling financial products on behalf of third parties or for successfully referring a customer of American Express or a related company of American Express to a third party. Details of this remuneration are as follows (overleaf):

General insurance issued by Chubb Insurance Australia Limited ABN 23 001 642 020, AFS Licence No. 239687	Up to 45% of the premium is received from Chubb Insurance Australia Limited
General insurance underwritten by Allianz Australia Insurance Limited ABN 15 000 122 850 AFS Licence No. 234708 and issued and managed by AGA Assistance Australia Pty Ltd ABN 52 097 227 177, AFS Licence No. 245631 as its agent	Up to 40% of the premium is received from AGA Assistance Australia Pty Ltd
Life insurance issued by MetLife Insurance Limited ABN 75 004 274 882, AFS Licence No. 238096	Up to 35% of the premium is received from MetLife insurance Ltd
Life insurance issued by Zurich Australia Limited ABN 92 000 010 195, AFS Licence No. 232510	11% to 22% of the premium is received from Zurich Australia Limited
SecureIdentity and Secure Plus are provided by Secure Sentinel Pty Ltd ABN 53 054 235 157	Up to 60% of the premium is received from Secure Sentinel Pty Ltd

American Express identifies insurance providers and products that may be of interest to some of our Card Members. In this role, we do not act as an agent or fiduciary for you, and we may act on behalf of the insurance provider, as permitted by law. We want you to be aware that we receive commissions from providers and commissions may vary by provider and product. Also, in some cases, an American Express entity outside of the country may be the reinsurer and may earn reinsurance income. The arrangements we have with certain providers, including the potential to reinsure products, may also influence what products we identify. We do not require you to purchase any insurance product, and you may choose to cover your insurance needs from other sources on terms they may make available to you.

### **Remuneration or Other Benefits Received by American Express Team Members**

All American Express team members receive a salary. Some team members may also receive commissions or other benefits in addition to their salary. The payment of commissions or other benefits generally arises where team members are engaged in roles which are related to providing advice or selling a financial product or otherwise affiliated with an area of American Express which is involved in the selling of a financial product or service.

American Express team members may receive these commissions or benefits in one or more of the following ways:

- payments for reaching sales targets generated either by their own sales or through the achievement of sales targets by their team or business unit;
- payments for each policy opened or for each service provided; and
- payments based on the total value of products sold or volume of sales transacted by an account opened by a team member.

Benefits are usually monetary but may also be non-monetary. American Express pays monetary benefits directly to the eligible team member. Non-monetary benefits may include, amongst other things, shares, options, discounted (or prepaid) travel or accommodation and gift vouchers.

### **Payment of Benefits to Those Who Refer Customers to American Express**

American Express may pay to related companies or external parties who refer customers to American Express a commission or other benefit. Such payments could be in the form of a one-off payment or other benefit, or otherwise a payment calculated as a percentage of the total amount of sales generated.

### **Compensation Arrangements**

American Express has professional indemnity insurance and internal procedures in place which satisfy the requirements under s912B of the *Corporations Act 2001* (Cth) ('the Act'). The insurance covers losses incurred by individuals and small businesses arising out of a breach by American Express of its obligations under Chapter 7 of the Act. This policy covers the professional services provided by employees and representatives of American Express even where that employee or representative has subsequently left the employ of American Express.

### **Telemarketing Companies**

We may authorise and pay telemarketing companies to provide financial services on our behalf from time to time – including the provision of general financial advice. For example, we may authorise a telemarketing company to call you to tell you about insurance products we offer or to speak to you when you call American Express. When providing these services, the telemarketing

companies act on our behalf and not for you. The telemarketing companies may also act on behalf of other licensees including our insurance providers. For further details, please contact us.

### **Payments to Telemarketing Companies**

You are not required to pay the telemarketing company for the services they provide, whether you buy insurance from them or not. All remuneration payable to telemarketing companies is paid by American Express or the insurance provider. The telemarketing company may be paid by way of a flat fee, a commission or reimbursement of their expenses.

### **Telemarketing Staff Incentives and Bonuses**

Sometimes, a telemarketing company's employees may receive a bonus or incentive based on the employees' performance against sales targets and other performance criteria. This may include monetary bonuses or fringe benefits like gifts, vouchers, meals or entertainment. These benefits are paid by the telemarketing company and not by American Express. We monitor telemarketing sales closely and take steps to ensure that the level of service provided to you is not affected by such bonuses or incentives.

### **Privacy and Personal Information**

American Express is proud of its reputation for, and commitment to, safeguarding information about its customers. The American Express Customer Privacy Principles have been in place for many years and provide a minimum standard, which applies throughout the American Express group of companies worldwide. In Australia, we adhere to the National Privacy Principles and the *Privacy Act 1988* (Cth). A copy of our Privacy Policy Statement is located on our website at [www.americanexpress.com.au/privacy](http://www.americanexpress.com.au/privacy) or may be obtained by contacting us.

### **Who Should You Contact if You Have a Complaint Regarding the Provision of Financial Services by American Express?**

American Express is committed to customer satisfaction as part of its service philosophy. American Express has established internal procedures to resolve complaints, whilst also being a member of an external dispute resolution scheme.

If you have a complaint about the provision of our financial services, please take the following steps:

- Please direct your complaints, in the first instance, to the point of purchase. In the case of complaints regarding general insurance (including travel insurance) or life risk insurance, please contact the insurance company or their agent directly.
- If your complaint is not satisfactorily resolved within twenty (20) business days, please address your complaint in writing to:

The Complaints Manager – Charge Cards  
American Express Australia Limited  
GPO Box 1582  
Sydney NSW 2001

American Express makes every endeavour to resolve complaints in a prompt and fair manner, having regard to the law. If, however, you continue to remain dissatisfied with American Express' decision, you may seek to have your complaint considered by the Australian Financial Complaints Authority (AFCA), free, fair and independent, external dispute resolution scheme. Please note that AFCA will refer you to American Express if you did not first raise your complaint with us.

You may contact AFCA as follows:

Mail:

Australian Financial Complaints Authority Limited  
GPO Box 3  
Melbourne VIC 3001

Telephone:

1800 931 678

Interpreter Service:

131 450

Facsimile:

+61 3 9613 6399

Internet:

[www.afca.org.au](http://www.afca.org.au)

The Australian Securities and Investments Commission also has an Infoline on 1300 300 630 which you may use to make a complaint and obtain information about your rights.

### **Contacting Us**

You can contact American Express in the following ways:

Mail:

American Express Australia Limited Charge Cards  
GPO Box 1582  
Sydney NSW 2001

Telephone:

1300 132 639



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