

International Payments: New Zealand

# Telegraphic Transfers Replacement Product Disclosure Statement

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# Welcome to American Express International Payments

## Definitions

Throughout this document the following words have special meanings: “**American Express**”, “**we**”, “**our**” or “**us**” means Centurion Finance Limited (Company Number 104478) and its related entities. “**You**” means the person to whom this Replacement Product Disclosure Statement has been provided.

## Introduction

This Product Disclosure Statement is a replacement for the Product Disclosure Statement dated 21 July 2017.

The purpose of this Product Disclosure Statement (“**PDS**”) is to inform you of how our Telegraphic Transfers work to help you decide whether to use this product. This PDS provides you with key information about Telegraphic Transfers to ensure that you receive the information you need to assist you in making an informed decision about whether you wish to use Telegraphic Transfers that are offered by Centurion Finance Limited.

Centurion Finance Limited is part of the global American Express group that provides global payment and foreign exchange services. The ultimate holding company of the American Express group is American Express Company, an American bank holding company. The American Express Company is regulated by the Board of Governors of the Federal Reserve System.

# Telegraphic Transfers

A Telegraphic Transfer is an electronic message initiated by one financial institution directing another financial institution to make a payment on its behalf. The payment is routed to the beneficiary's financial institution using intermediary financial institution(s) and a message platform. One such platform is known as SWIFT (Society for Worldwide Interbank Financial Telecommunications).

Most financial institutions have a unique Bank Identifier Code (BIC). The SWIFT participants exchange messages between themselves and due to the security built into the system – the receiving bank knows the message/instructions are authentic. The beneficiary financial institution will credit funds to the beneficiary account, dependent upon accuracy of payment details. Telegraphic Transfers are one of the quickest and most secure method of executing payments abroad.

The beneficiary generally receives payment within 2 business days after the transaction has been initiated, however this will depend on:

- The currency being sent
- Time zone differences
- Local exchange regulations
- Local settlement procedures
- The bank and country to which the payment is being directed
- Final destination point
- The amount of the transaction
- American Express can send Telegraphic Transfers to most countries in the world in over 132 different currencies. Check with our Foreign Exchange Dealers for countries to which payments can be sent.

## VALUE DATE

Every foreign exchange transaction specifies a date on which the exchange of currency will take place. This is known as the value date. The value date for most transactions is generally for 'spot' value which is 2 business days after the date the transaction is agreed, in order to recognise time delays inherent in payment processing and systems.

'Value today' or 'value tomorrow' transactions are only available by special arrangement.

## CANCELLATION

If you have agreed to an exchange rate and wish to cancel this agreement, American Express will reverse the foreign exchange position it has entered into on your behalf, which may result in additional costs. These costs are derived from the difference between the original exchange rate agreed by you and the cancellation rate American Express can source, at the time of cancellation.

If the transaction has already been transmitted to the beneficiary financial institution and credited to an account, it is only possible to recall funds with the approval of the account holder. This process normally takes a minimum of one week and longer on occasions.

If a customer wishes to cancel a Telegraphic Transfer transaction which has been transmitted, a cancellation fee is applicable. In addition to American Express fees, there may be a charge made by the beneficiary's financial institution and/or any intermediary financial institution.

You may also have to pay an amount which represents the difference in funds credited back to our account if there is an adverse change in exchange rates between the time American Express processes the transaction and its cancellation. Dependent on exchange rate fluctuations, the amount refunded could be substantially different from the original amount of the transaction.

To cancel an agreed foreign exchange position or a Telegraphic Transfer which has been transmitted, please contact us immediately on 0800 472 353.

## APPLYING FOR AN INTERNATIONAL PAYMENTS FACILITY

Please contact us on 0800 472 353 to apply for an international payment facility to send Telegraphic Transfers. One of our sales consultants will explain our product to you and make arrangements for you to complete our application form.

Business applicants must include evidence of the establishment of your business, your business finances **including audited financial statements** and details of the types of transactions undertaken by your business.

Your application will be reviewed in terms of relevant identification checks and credit policies. You will be advised of the outcome of your application within 14 days. Our approval of your application will include confirmation of settlement method with you.

Settlement of payments can be made by either Direct Debit or Direct Credit at our discretion or, subject to our approval, with an American Express corporate or business card issued in your name or any authorised officer (on your corporate or business account) ("Corporate Card"). Use of your Corporate Card is in accordance with the terms and conditions governing the Corporate Card, as issued and amended by us from time to time ("Card Member Terms and Conditions").

All international payment facilities are subject to the attached terms and conditions.

## SENDING INTERNATIONAL PAYMENTS

Once your international payments facility has been approved, you may send Telegraphic Transfers up to your approved limit.

There are two steps to send a Telegraphic Transfer. The first step is to agree an exchange rate. The second step is to provide us with the account and beneficiary details.

You can obtain a quote for an exchange rate either by using our online system, FX International Payments (FXIP), or you can call our Foreign Exchange Dealers on 0800 472 353. Once you confirm agreement to the exchange rate, you can only cancel the Telegraphic Transfer in accordance with the 'Cancellation' section of this document.

If you agree to a foreign exchange quote by phone, you must send the account and beneficiary instructions to us by logging into your FXIP account via our online portal (FXIP) and by providing us with the relevant information, before we can transmit the Telegraphic Transfer. The online portal (FXIP) includes sufficient fields to provide full beneficiary details. On receipt of your instructions, the signature authorising the payment will be checked against our records. If you require more than one signature to authorise a payment, you must send payments using FXIP.

If you use FXIP, you can obtain foreign exchange quotes, agree to a foreign exchange quote and also provide the account and beneficiary details online. Please contact us on 0800 472 353 to arrange access to the FXIP and receive the appropriate procedures.

Please note that under New Zealand law we cannot send payments to certain individuals and businesses prohibited under New Zealand law. Similarly, under Australian and US laws, we cannot send payments to certain sanctioned countries or to individuals and businesses prohibited under Australian and US laws. Under certain US laws, funds forwarded to us for onward transmission to US sanctioned countries, individuals or businesses may be retained by us pending an appropriate license from the US government.

## ACCOUNT AND BENEFICIARY DETAILS

It is important to have accurate and complete details when sending a Telegraphic Transfer. Mandatory information that is required to be completed by the customer, either on the International Telegraphic Transfer or Bank Draft Requisition form or via online ordering include:

- Complete name of beneficiary's financial institution – no abbreviations
- Complete address of the financial institution branch where the account is maintained
- SWIFT Code for the beneficiary's financial institution
- Complete and accurate name of beneficiary
- Beneficiary's financial institution account number including any additional identifiers (eg IBAN for the European Union).

## FEES AND CHARGES

American Express levies the following fees and charges in respect of each Telegraphic Transfer ("TT"):

TT sent in foreign currency .....	Up to NZD 33.00
TT received in foreign currency .....	Up to NZD 33.00
TT sent in NZD.....	Up to NZD 55.00
Amending a TT .....	Up to NZD 33.00
Requesting a trace on a TT.....	Up to NZD 55.00
Cancellation of a TT* .....	Up to NZD 33.00
Trade Service Fee .....	Up to 2.4%

### Other than the Trade Service Fee, these fees include GST.

\*In addition to the fee, you may also have to pay an amount which represents the difference in funds credited back to our account if there is an adverse change in exchange rates between the time American Express processes the transaction and its cancellation. Many financial institutions overseas impose processing fees when handling Telegraphic Transfers. These fees are set by the processing institution and vary between institutions and countries. As a result, the amount of the payment actually received by the beneficiary may not necessarily be the same as that requested by the customer.

## REPEAT BENEFICIARY CODING

Once your international payments facility has been approved, each customer's beneficiary details are recorded in our processing system, ensuring accurate information is maintained.

## CUSTOMER SERVICE

Customer service issues for any Telegraphic Transfer are handled by our International Payments customer service team. They will be able to answer any questions relating to Telegraphic Transfer issuance and procedures.

International Payments customer service phone 0800 472 353.

## SETTLEMENT METHODS

Settlement in NZD is available via either:

- A pre-authorised Direct Debit from the customer's
- nominated bank account (subject to our approval). An electronic Direct Credit to American Express' bank account. You must pay us in full in cleared and transferable funds for the amount of any transaction, as well as our applicable service fees before we pay, transmit or exchange any funds for you. American Express does not accept cheque or cash payments for Direct Credit payments.
- Your Corporate Card (subject to our approval). Use of your Corporate Card is in accordance with your Card Member Terms and Conditions.

Each settlement method is also subject to the attached terms and conditions.

## CUT-OFF TIME

Orders placed online in FX International Payments must be completed by 5.00pm (Auckland time) for payments to be transferred same day.

Please note, while the beneficiary generally receives payment within 24-48 hours after the transaction has been initiated, the payment can take up to 72 hours in certain circumstances. Where an order relates to a time critical transaction, orders must be placed at least 3 business days prior to the date and time when payment is required in order for customers to be assured of their payment being received on time.

## INTERNET CONFIRMATIONS

Transaction Receipts and completed Transaction Confirmations are emailed to the customer. This procedure is generated automatically as the transactions are processed.

Customers ordering via the internet receive an online transaction reference and confirmation posted to their secure inbox.

## SIGNIFICANT BENEFITS

- Fast, efficient transfers throughout the world.
- Able to transfer funds in up to 132 different currencies.
- Competitive exchange rates.

## SIGNIFICANT RISKS

- Payments may be delayed or become lost if incomplete or inaccurate payment instructions are provided.
- In the event of cancellation, any refund will be calculated at the current exchange rate on date of receiving the refund which may cause a foreign exchange gain or loss depending on the movements in exchange rates.
- We use a range of correspondent financial institutions to enable payments to be effected. There is a risk that payments may be delayed by one or more of these institutions due to factors outside our control.
- As the fees set by third party processing institutions vary, the amount of the payment actually received by the beneficiary may not necessarily be the same as requested.
- There is no cooling-off period. Once you confirm agreement to the exchange rate, you can only cancel the Telegraphic Transfer in accordance with the 'Cancellation' section of this document.

## DISPUTE RESOLUTION

American Express is committed to customer satisfaction as part of its service philosophy. We have established internal procedures to resolve the complaints regarding our products.

If you have a complaint about the service or products provided to you, please take the following steps; direct your complaint, at first instance, to the point of purchase or otherwise, contact American Express by telephone on 0800 472 353.

If your complaint is not satisfactorily resolved within 20 business days, please address your complaint in writing to:

### The Complaints Manager

Foreign Exchange Services  
Centurion Finance Limited  
Jarden House  
Level 5, 21 Queen Street  
Auckland 1010  
New Zealand

We make every endeavour to resolve the complaints in a prompt and fair manner.

## COMPANY INFORMATION

Centurion Finance Limited (Company Number 104478) was incorporated under the Companies Act 1955 on 6 June 1973 and was re-registered under the Companies Act 1993 on 1 July 1997. The public file relating to the company, including a copy of the company's most recent financial statements, can be viewed on the Companies Office website at [www.companies.govt.nz](http://www.companies.govt.nz) at no cost.

## UPDATES TO THIS PDS

The information in this PDS is current as at 28 January 2021. American Express may make available updated information relating to this PDS. You may access this updated information via the internet at [www.americanexpress.co.nz/fx](http://www.americanexpress.co.nz/fx) or alternatively you may request a paper copy of this information free of charge from our Foreign Exchange Dealers on 0800 472 353.

When a new or supplementary PDS is posted on our website, it will be deemed to have been made available to you as at the time it was posted on our website.

# Privacy of your Personal Information

## OUR COMMITMENT TO YOUR PRIVACY

American Express and the American Express group is proud of their reputation for, and commitment to, safeguarding information about their customers. The American Express Customer Privacy Principles have been in place for many years and provide a minimum standard which applies throughout American Express worldwide.

In New Zealand, we adhere to the Privacy Act 1993. A copy of our Privacy Policy Statement is located on our website at [www.americanexpress.co.nz/privacy](http://www.americanexpress.co.nz/privacy) or may be obtained by calling us on 0800 472 353.

## COLLECTION OF INFORMATION

American Express and the American Express group limit the collection of information about our customers to what we need to know to fulfil our legal and regulatory obligations, to provide customer services and to offer new products and services to our customers. Generally, we collect personal information directly from you, such as when you apply for or request a product or service. Depending on the product, we may also collect personal information through third parties such as credit reporting agencies when you apply for a foreign exchange facility.

## USE OF INFORMATION

We may use the information we collect about you on its own or combine it with other information to:

- deliver products and services, including:
  - recognise you when you return to our websites or use our apps
  - complete transactions
  - tell you about updates to your accounts, products, and services
  - update you about new features and benefits
  - answer questions and respond to your requests made through our websites or apps and through third-party websites (including social media)
  - use the location of your mobile device for location-based services that you may request
  - determine how to best provide services to you and manage your accounts, such as the best way and time to contact you
  - improve our websites or apps and make them easier to use
- 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
- manage fraud and security risk, including to:
  - detect and prevent fraud or criminal activity
  - safeguard the security of your information
  - assess credit risks relating to our business, including to evaluate and process your applications for our products and services and manage your existing accounts
- use it in other ways as required or permitted by law or with your consent

## INFORMATION QUALITY AND SECURITY

We use available technology and well defined employee practices to ensure that customer personal information is processed promptly, accurately and completely. We use security techniques to protect our customer data and to limit access to that data.

## 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:

- with credit bureaus and similar institutions to report or ask about your financial circumstances, and to report or collect debts you owe;
- with regulatory authorities, courts, and governmental agencies to comply with legal orders, legal or regulatory requirements, and government requests;
- with our **Service Providers**, regulatory authorities, and governmental agencies 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 our **Service Providers** who perform services for us and help us operate our business (we require **Service Providers** to safeguard **Personal Information** and only use your **Personal Information** for the purposes we specify);
- with financial institutions or **Co-brand Partners** with whom we jointly offer or develop products and services (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 consent that they can do so);
- in the context of a sale of all or part of the **American Express Family of Companies** or their assets; or
- for specific products or services, when you have given your consent.

## OVERSEAS TRANSFER

We may transfer **Personal Information** to **Service Providers** or companies within the **American Express Family of Companies** throughout the world, for example, to process transactions and provide you with our products or services. Regardless of where we process your information, we still protect it in the manner described in this online privacy statement and according to all applicable laws.

## HOW WE HANDLE AGGREGATED INFORMATION AND DE-IDENTIFIED INFORMATION?

**Aggregated Information** or **De-identified Information** does not identify you individually; it helps us to analyse patterns among groups of people. We may share **Aggregated Information** or **De-identified Information** in several ways, for example:

- for the same reasons as we might share **Personal Information**;
- with **Business Partners** to help develop and market programs, products or services and present targeted content including **Targeted Advertising**;
- with **Business Partners** to conduct analysis and research about customers, website and app users; or
- with **Third-Party Ad-Servers** to place ads (including ads of our **Business Partners**) on various websites and apps, and to analyse the effectiveness of those ads.

## RECORDING PHONE CALLS

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

## HOW DO WE KEEP AND SAFEGUARD YOUR INFORMATION?

We use administrative technical and physical security measures to protect your **Personal Information**. These measures include computer safeguards and secured files and facilities. We take reasonable steps to securely destroy or permanently de-identify **Personal Information** when we no longer need it.

We will keep your **Online Information** only as long as we must to deliver our products and services, unless we are required by law or regulation or for litigation and regulatory investigations to keep it.

## DIRECT MARKETING

You can choose how you would like to receive marketing communications, including direct marketing - whether we send them to you through postal mail, email, SMS and/or telephone. If you choose to not receive marketing communications from us, we will honor your choice. Please be aware that if you choose not to receive such communications, certain offers attached to the products or services you have chosen may be affected. We will still communicate with you in connection with servicing your account, fulfilling your requests, or administering any promotion or any program in which you have elected to participate.

## YOU CAN ACCESS YOUR PERSONAL INFORMATION

We will take reasonable steps to make sure that the personal information we collect, use or disclose is accurate, complete and up-to-date. If your personal details change, such as your telephone number or billing address, please contact us so that we can continue to provide you with our products and services. Following a request, we will provide you with a copy of personal information which we hold about you. We will promptly acknowledge and investigate any complaints about the way we manage personal information.

# Terms and Conditions

## 1. INTRODUCTION

These terms and conditions apply to all Telegraphic Transfer transactions carried out by Centurion Finance Limited (“American Express”, “we”, “our” or “us”) at the request of the company which has completed the application form for foreign exchange services (“you” or “your”). By signing the application, you agree to be bound by these terms and conditions.

## 2. FEES AND CHARGES

You agree to pay all fees and charges in relation to processing a Telegraphic Transfer. These fees and charges include those disclosed in the product disclosure statement, but may also include fees and charges which a third party charges us for processing a Telegraphic Transfer on our behalf. You acknowledge that in some cases the third party may not charge us a fee, but will instead deduct this fee from the amount the beneficiary receives. We also reserve the right to suspend or cancel your international payments facility if any outstanding amounts or fees and charges owing on any Telegraphic Transfer remain unpaid.

## 3. AUTHORISED USERS

It is your responsibility to notify us in writing of all changes in your Authorised Users and to provide us with the specimen signature and security details if an Authorised User is to be added to the account.

## 4. PHONE OR INTERNET INSTRUCTIONS

You authorise us to rely upon and act on your behalf in accordance with any phone or internet instructions, provided that: in the case of the phone, the instructions are provided to us by an Authorised User; in the case of the internet, the instructions are submitted to us using the user ID and password we have given to you; and we reserve the right, at our discretion, to request additional information relating to any transaction or to decline to carry out any transaction, in which case we shall not be liable to you for the delay or non-completion of the transaction. We are not obliged to enter into any transactions with you. You acknowledge that once you confirm agreement to the exchange rate, you can only cancel the Telegraphic Transfer in accordance with the ‘Cancellation’ section of the PDS.

## 5. DELAYED PAYMENT

We are unable to guarantee receipt of funds by the recipient within the standard clearing process timeframe, as the transaction may be delayed by factors outside of our control, such as inaccurate payment instructions and/or delays by third party financial institutions. The standard timeframes are provided by way of indication only. You agree that we are not liable for any costs, losses or damages if a payment is delayed and we have acted on your instructions in good faith.

## 6. DIRECT CREDIT SETTLEMENT

Unless we have approved you to settle through Direct Debit Settlement, you must pay us electronically in full in cleared and transferable funds for the amount of any transaction, as well as our applicable service fees on or before the Value Date. Payments will not be transferred until receipt of cleared funds. Customers may choose to utilise a ‘priority’ or RTGS (real time gross settlement) functionality on their banking system when executing an electronic funds transfer to ensure delays are minimised. American Express does not accept cheque or cash payments for Direct Credit payments. If you fail to pay the required cleared funds on or before the Value Date, we reserve the right to either:

- Cancel the transaction, in which case you are liable for all fees and charges incurred by us in relation to the cancelled transaction; or
- Adjust the applicable exchange rate to accommodate a new Value Date for the transaction.

## 7. DIRECT DEBIT SETTLEMENT

If we have approved you to settle through Direct Debit Settlement, following receipt of your instructions initiating the transaction, the standard clearing process may require up to three business days to elapse before your payment is completed. You are obliged to make sufficient cleared funds available to satisfy the transaction, including our fees and charges. Should any transaction be rejected due to your failure to do so, you are liable to pay us any fees and charges incurred as a result of the transaction, including any rejection fees charged by third party financial institutions.

## 8. SETTLEMENT ON CORPORATE CARD

- If we have approved you to settle via your Corporate Card, you can obtain a foreign exchange quote for an outbound Telegraphic Transfer by calling our Foreign Exchange Dealers on 0800 472 353 or through [www.americanexpress.co.nz/fx](http://www.americanexpress.co.nz/fx). An exchange rate is agreed and binding at the time you verbally approve the exchange rate or accept the rate online at [www.fxpayments.americanexpress.com](http://www.fxpayments.americanexpress.com). You will be charged a service fee for transactions settled via your Card Member Corporate Card ("Trade Service Fee"). The Trade Service Fee will be notified to you before acceptance of the foreign exchange quote and upon the submission of each order for an outbound Telegraphic Transfer to be settled by your Corporate Card.
- Rates and charges paid by you to American Express in settlement of a Telegraphic Transfer may be shared between American Express and its related entities.
- Your Corporate Card can only be used to settle transactions where there is an associated purchase of goods or services and cannot be used for funding purposes or company to company transfers.
- You may be asked to provide supporting documentation or information to validate the purpose of your transaction.
- Use of your Corporate Card is in accordance with your Card Member Terms and Conditions.

### No Liability

- You understand that American Express is only providing a means of payment for the Telegraphic Transfer transaction and will not be liable or responsible in any way for the Telegraphic Transfer transaction or for any liability or expense that you may incur in relation to the Telegraphic Transfer transaction.
- You acknowledge that it is your responsibility to satisfy yourself that the goods and services provided in relation to the TT transaction meet your requirements.
- You agree to indemnify American Express against all claims by third parties arising out of this PDS or the TT transactions.

### No Disputes

- Notwithstanding any other section of this PDS, you agree that you will have no entitlement to request American Express to dispute the Telegraphic Transfer transaction or to withhold or recover money from the beneficiary.
- You agree that, except in the case of fraudulent transactions, where American Express is proven to be at fault, American Express will under no circumstances be required to reverse or charge back any charges relating to the Telegraphic Transfer transaction.
- You agree that you must pay American Express the full amount for any disputed charges in relation to the Telegraphic Transfer transaction, and not withhold any amount pending dispute resolution under any agreement between you and the beneficiary.
- You agree that any disputes in relation to the Telegraphic Transfer transaction must be resolved directly between you and the beneficiary, with any required adjustments in relation to disputes to be made between you and the beneficiary.

## 9. INDEMNITY

You agree to indemnify us and keep us indemnified against any claim, action, demand, loss, damage, cost, expense, or liability incurred by or threatened against us as a direct or indirect result of or in connection with any Telegraphic Transfer transaction, including without limitation, if we act or fail to act on any phone or internet instruction whether or not such instruction is issued by you, except to the extent caused by our own negligent, reckless or wilful conduct.

## 10. LIABILITY

You agree that if any Telegraphic Transfer transaction is rejected by the payee financial institution or if we cancel your transaction or facility in accordance with these Terms and Conditions, you are liable to pay to us any amount then owing in relation to that transaction or account, including any outstanding fees and/or costs or expenses we incurred in terminating the transaction or cancelling your account.

## 11. LIMITATION OF LIABILITY

You agree that we shall not be liable to you for: any performance, delay or failure which is due to a cause beyond our reasonable control including, without limitation, delays in receipt of payment instructions and other details, delays in receipt of cleared funds, failure of any communications system or delays caused by a third party. We use funds transfer and draft issuance services of JP Morgan Chase Bank, Citibank N.A., American Express Bank, Westpac Banking Corporation, and other third party licensed banks, and shall not be liable for any failure or error in such services, any loss of profits or any incidental, indirect, consequential, punitive or special damages, regardless of how they arise; and/or any amount in excess of NZD10,000.

## 12. SET OFF

You agree that we are entitled to set off and withhold any monies we hold for you or owe you against any amounts you are obliged to pay us under these Terms and Conditions. You also agree that we are entitled to set off any advance part payment or other credit held on your behalf for any reason against any debt or amount you owe us, including amounts owed for any foreign exchange or money transfer transactions. We may exercise this right of set off in our complete discretion where the debt owed to us has been outstanding for more than 5 business days. If a set off is effected under this clause, we will inform you of the remaining balance(s) (if any) then owing on all of your account(s) held with us.

## 13. COMPLIANCE WITH LAW

You acknowledge that American Express is subject to various legal obligations (such as anti-money laundering and sanctions) in the markets in which it operates, and declare that your instructions will not breach any laws in New Zealand or any other country. American Express may delay, block or refuse to process any transaction without incurring any liability if we suspect that the transaction may breach any law in New Zealand or any other country.

## 14. GENERAL

These terms and conditions are governed by New Zealand law. We can change these terms and conditions at any time. American Express may require additional financial or identity information whilst processing your application or reviewing it on an annual basis.

Authority to Centurion Finance Limited under the Privacy Act: To provide you with your Foreign Exchange service, American Express needs to:

- collect personal information about you; and
- obtain your agreement in relation to handling this personal information.

If you do not provide the information requested or give your agreement below, American Express may not be able to provide you with the Foreign Exchange service.

The American Express Privacy Policy Statement sets out policies on management of personal information.

In accordance with the Privacy Act, you can access personal information about you held by American Express and advise if you think it is inaccurate, incomplete or out-of-date.

To arrange access to personal information about you, request a copy of the American Express Privacy Policy Statement or enquire generally about privacy matters, write to:

### **The Privacy Officer**

Centurion Finance Limited  
Jarden House  
Level 5, 21 Queen Street  
Auckland, 1010  
New Zealand

In this section 'personal information' means information about you, including your financial circumstances and the use of Foreign Exchange products. I agree that, subject to the Privacy Act, you and your agents may do the following:

- Transfer personal information confidentially to your related companies and other organisations which issue or service American Express Foreign Exchange products, subject to appropriate conditions of confidentiality. This includes transferring personal information to the United States or other countries for data processing and servicing.
- Monitor and record all telephone conversations between American Express and the authorised representative of the company.

Please note currency conversation rates change according to market conditions.  
For the latest figures, please call 0800 472 353 in New Zealand.



This Replacement Product Disclosure Statement is issued by Centurion Finance Limited (Company Number 104478) (FSP 43662)  
® Registered Trademark of American Express Company.

