

Important changes to the CUA Platinum Credit Cards Terms & Conditions for Other Benefits

CUA has updated its CUA Platinum Credit Cards Terms & Conditions for Other Benefits, effective 27 June 2019. To help you understand the changes, we've provided a summary below.

A full copy of the updated Terms & Conditions for Other Benefits will be available from today, 27 June 2019 at [cua.com.au/Platinum T&C](http://cua.com.au/Platinum%20T&C). You can also pick up a copy from your local CUA branch.

Australian Financial Complaints Authority (AFCA)

AFCA is a single financial services external dispute resolution scheme, replacing Financial Ombudsman Service (FOS), the Credit and Investments Ombudsman and the Superannuation Complaints Tribunal. If an issue has not been resolved to your satisfaction by us, you can lodge a complaint with AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers. As such, all references to FOS have been replaced with AFCA details:

Australian Financial Complaints Authority:

Online: www.afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678 (free call)

Mail: Australian Financial Complaints Authority GPO Box 3, Melbourne VIC 3001

Complimentary Insurances

The terms and conditions of cover applicable to the complimentary insurances provided to eligible beneficiaries have changed.

The revised terms and conditions make it clearer for eligible beneficiaries to understand the complimentary insurances provided.

No change has been made to the period of cover, benefit limits or method by which eligibility for cover is obtained.

Complimentary insurance covers: AWP Australia Pty Ltd ABN 52 097 227 177 AFSL 245631 (trading as Allianz Global Assistance) under a binder from the insurer, Allianz Australia Insurance Limited ABN 15 000 122 850 AFSL 234708 has issued an insurance group policy to Credit Union Australia Pty Ltd ABN 44 087 650 959 AFSL and Australian credit licence 238317(CUA) which allows eligible CUA cardholders to claim under it as third party beneficiaries. Any advice on insurance is general advice only and not based on any consideration of your objectives, financial situation or needs. The terms, conditions, limits and exclusions of the group policy are set out in the CUA Platinum credit card Terms and Conditions Benefits which may be amended from time to time. CUA does not guarantee this insurance.

FURTHER INFORMATION

A copy of this Notice of Change and the current CUA Platinum Credit Cards Terms & Conditions for Other Benefits are available for review in the Quick Links section at cua.com.au/platinum