Travel Services

Travel & Foreign Services

Terms and Conditions

These terms and conditions apply to products for Travel and Foreign Services that EECU arranges through Travelex Ltd. You should read these carefully and retain them for future reference. They should be read in conjunction with the separate terms and conditions booklet for Membership and Account Operation and any other relevant terms and conditions booklets specific to the products that you use.

Travel Services

Cash Passport

1. At your request we will arrange the issue of Cash Passport cards which are provided through Access Prepaid Australia Pty Ltd. You must have sufficient funds available in your account or provide cash, a credit union corporate cheque or a bank cheque.
2. Two types of Cash Passport cards are available -
   1) for use at ATMs only; or
   2) a debit card which may be used both at ATMs and for Visa purchases.
3. Commission and any applicable fee will be charged on the day the card is issued. Details are available in the fees and charges booklet.
4. Any conversion rates for cards issued in foreign currencies will be the rate applying on the day of issuing the cards as advised to us by our Cash Passport provider.
5. Travelex Terms and Conditions / Product Disclosure Statement also apply to the Cash Passport. These are provided at the time you purchase the product.

Foreign cash

1. We will process requests for foreign cash, provided sufficient funds are available in your account, or are provided in cash, a credit union corporate cheque or a bank cheque.
2. Foreign cash is available in the denominations specified by our foreign cash supplier.
3. At the time of processing this request, a fee will be charged. Details are available in the Fees and Charges booklet.
4. The conversion rate applying is the rate applying on the day of purchase as advised to us by our foreign cash supplier, and available at the time of processing.
5. Foreign cash is available for collection the next business day if ordered by 2:00pm, and subject to availability.

Travellers' cheques

1. We will process requests for travellers' cheques, provided sufficient funds are available in your account, or are provided in cash, a credit union corporate cheque or a bank cheque.
2. Commission and any applicable fee will be charged on the day the request is processed. Details are available in the Fees and Charges booklet.
3. The conversion rate will be the rate applying on the day of purchase of the travellers' cheques, as advised to us daily by our travellers' cheque provider.

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Foreign currency deposits

1. Funds arising from deposits of cheques or orders in foreign currency will not generally be available for 30 days.
2. Even though funds are made available, you agree to reimburse us if any such cheques or orders are returned without payment at a subsequent date.
3. Any processing charge levied by our foreign currency clearing agency will be charged to your account at the time of deposit.
4. The foreign currency conversion rate is at the absolute discretion of the clearing agency, and will vary at any time according to the prevailing exchange rate. The conversion rate will be that rate which applies at the time of processing by the clearing agency, not necessarily the date we first receive the deposit, and will be available on the day of processing.
5. A fee may apply for the deposit of foreign cheques. See the Fees and Charges booklet for further information.

Telegraphic transfers

1. We will process signed written requests for transfers of funds to a specified account at a financial institution, provided sufficient funds are available in your account, or are provided in cash, a credit union corporate cheque or a bank cheque.
2. At the time of processing this request, a fee will be charged. Details are available in the Fees and Charges booklet.
3. The agency processing the telegraphic transfer is solely responsible for the execution of the telegraphic transfer.
4. Any exchange rate applying to the transaction may vary and is the rate which is advised to us by the agency processing the telegraphic transfer (and will be available on the day of processing).
5. Unless otherwise requested by you or subject to limitations by the agency the funds will be remitted in the currency of the country to which the funds are being sent.

Bank drafts

1. We will process requests for Bank Drafts, provided sufficient funds are available in your account, or are provided in cash, a credit union corporate cheque or a bank cheque.
2. At the time of processing this request, a fee will be charged. Details are available in the Fees and Charges booklet.
3. The conversion rate applying is the rate advised to us by our bank draft supplier, and available on the day of processing.

Definitions: Refer to our separate sheet. Available from our website - or from an EECU office.

Mutual Banking Code of Practice

We subscribe to the Mutual Banking Code of Practice (MBCOP). In providing you with this service we warrant that we will comply with the MBCOP. You can obtain a copy of the MBCOP from our website or from an EECU office.

Variations to Terms and Conditions

1. Right to alter terms and conditions

1.1 We reserve the right to alter the terms and conditions (including fees and charges) of any of our products and services from time to time.

1.2 Information in this booklet is up to date at the date of this publication. When changes to the information are not materially adverse to you we may not send you a new booklet. You can check with EECU staff (contact details listed at the end of this booklet) or on our website to ensure that you have a current version. A paper copy will be available to you free of charge from EECU offices.

2. Circumstances requiring 30 days notice

2.1 We will provide written notice of a change to affected members at least 30 days before it takes effect when in relation to a product or service, we intend to -

- introduce a fee or charge;
- vary the method by which interest is calculated or the circumstances when it is debited or credited;
- increase fees or charges;
- reduce the number of fee-free transactions permitted on your accounts;
- vary the minimum balance to which an account keeping fee applies;
- increase your liability for losses; or
- impose, remove or adjust daily or periodic limits on electronic payment transactions; or make any changes to your account(s) in respect of which the law requires that notice be given to you.

3. Circumstances requiring notice by date of effect

3.1 Subject to Clause 1.1, where a variation results in changes to the obligations of members we will notify affected members of -

- the introduction or variation of a government charge payable directly or indirectly by our members (unless the introduction or variation is publicised by a Government, Government agency or representative body);
- other variations to the terms and conditions (including any variation to interest rates) of a product or service through a notice in a member newsletter or an account statement, or by way of direct written notice to affected members, no later than the day on which the variation takes effect.

4. Reductions in member obligations

4.1 If a variation of a kind referred to above results in a reduction in the obligations of the affected members (e.g. a lowering of a loan interest rate or a reduction in fees or charges), then notice of the variation may not be given until the next time that we correspond with the affected members.

5. Address for notices

5.1 Written notice to you will be directed to your mailing address last recorded with us.

6. Changes due to security reasons

6.1 We are not obliged to give you advance notice if an immediate change to the terms and conditions is deemed necessary for security reasons.

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