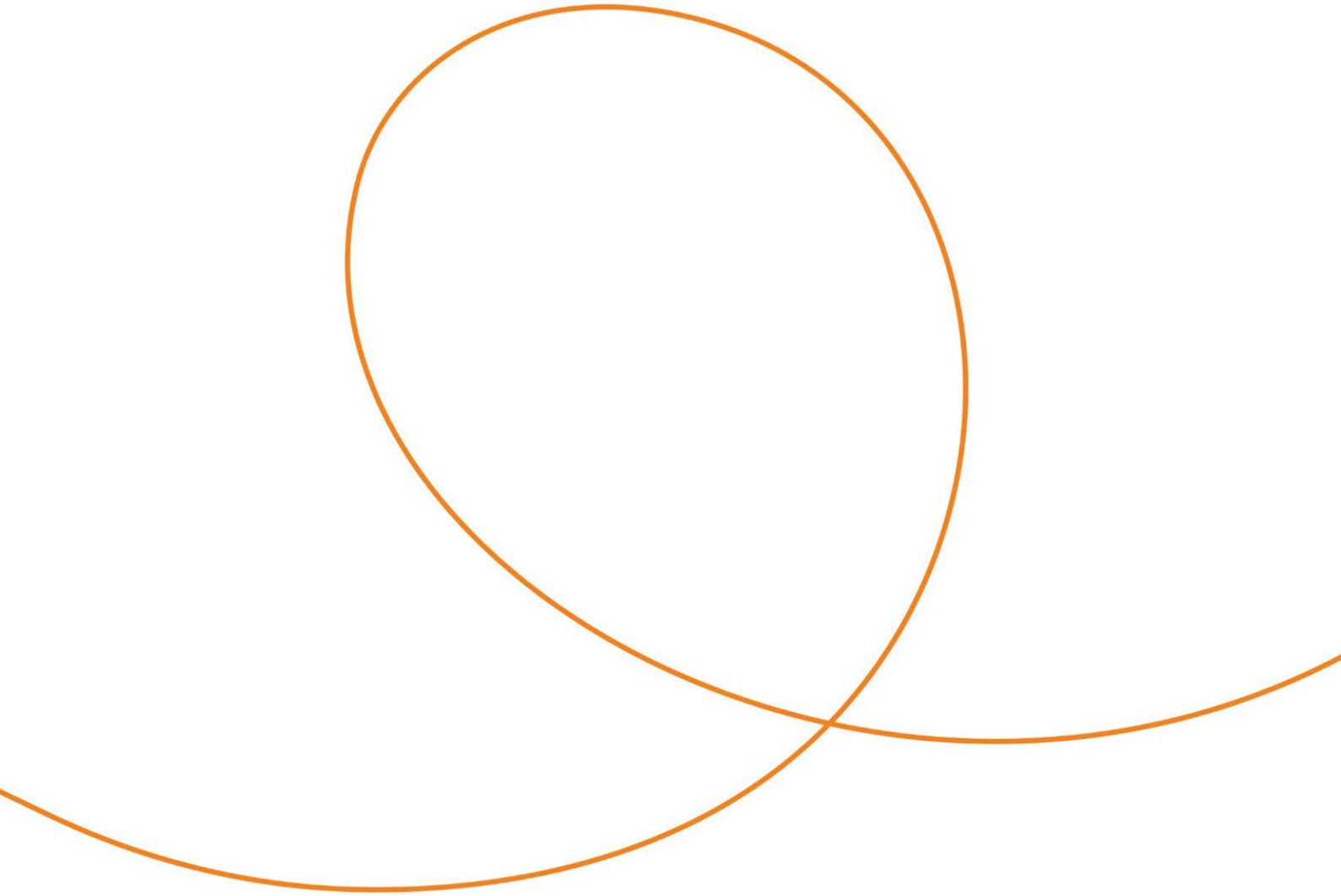
Rabobank Debit Card Conditions of Use



Rabobank

8 November 2026

Introduction

This document contains the Conditions of Use which apply to your Rabobank Debit Mastercard®.

It is important that You know your rights and obligations when using your Card.

If You do not understand any part of these Conditions of Use, please contact Client Services on 0800 500 933 in New Zealand or if You are overseas on +64 9 975 2514.

These Conditions of Use operate alongside the product terms and conditions that apply to the Account on which your Card is issued and should be read together with them. To the extent there is any inconsistency, these Conditions of Use will override the product terms and conditions.

You should read these Conditions of Use carefully before You use your Card and refer back to them from time to time to ensure that You understand the basis upon which the Card is made available to You.

Capitalised terms have the meanings set out in the Glossary at the end of these Conditions of Use.

Mastercard® is a registered trademark and the circles design is a trademark of Mastercard International Incorporated.

1. Application of Conditions of Use

1.1 We only allow You to access and use your Card in accordance with these Conditions of Use and the product terms and conditions.

2. Who may have a Card

2.1 You and authorised persons on your Account may each hold a Card individually in your, or their, own name. By requesting a Card to be issued on your Account, you are confirming that each such person is authorised to transact on your Account. You, as the Account owner, are liable for all transactions effected on Cards issued on your Account and for ensuring that all cardholders read and comply with these Conditions of Use.

3. Ownership of your Card

3.1 Your Card and Card number are our property. You must not copy or reproduce the Card, Card number or any payment credential associated with the Card.

4. Receiving, activating and signing your Card

4.1 You must sign your Card immediately on receiving it, and must not use it until it has been signed or otherwise activated in the manner we advise. By signing, activating or using your Card or any associated payment credential, you agree to these Conditions of Use.

4.2 You must not send your Card, or a Card for another person overseas. If You do need to send a Card overseas, You must contact us and we will arrange this for You.

5. Your Card PIN

5.1 Your Card's PIN enables you to use your Card at EFT Terminals, such as ATMs and EFTPOS Terminals.

5.2 Your Card will be issued with a pre-set PIN. Upon receipt of your Card, You may select a new PIN through Rabobank Internet Banking (where You have access to Rabobank Internet Banking) or change your PIN at a Westpac branch. If Westpac requires proof of identity before processing a PIN change request, You must provide the identification required by Westpac.

5.3 You must choose a PIN that You can remember and that no one else can easily guess. You must create or use a PIN that is unique and that is not the same as or similar to PINs used for other services You use. Unsuitable PINs that must not be used include:

(a) personal information about You, such as birth dates, months or years;

(b) sequential, repeated or easily guessed numbers (e.g. 1111 or 3456);

(c) parts of your telephone number, card number or other identification numbers; and

(d) other easily accessible personal information.

6. Protecting your Card and PIN

6.1 For your own security, You must:

(a) memorise your PIN;

(b) not keep a written or electronic record of your PIN, including in any password saving facility;

(c) never disclose your PIN to any other person, including bank staff, friends or family members;

(d) change your PIN immediately if You think anyone else does or may know it;

(e) regularly change your PIN and know how to do so;

(f) ensure no one can see your PIN when You enter it at ATMs or when using an EFTPOS Terminal; and

(g) report to us the disclosure or possible disclosure of your PIN as soon as You are aware or suspect your PIN has been disclosed.

6.2 You must take reasonable care of your Card, Card number, online Card details and any other payment credential associated with your Card. You must:

(a) not leave your Card in an unattended wallet, purse or vehicle or anywhere where a thief could remove it without being noticed;

(b) not give your Card to anyone or let anyone else use your Card including bank staff, friends or family members;

(c) always remember to take your Card back after using it;

(d) tell us if You change your address, so any replacement Card is sent to the correct place; and

(e) report any loss or theft of your Card as soon as You are aware of it.

6.3 You should only provide Card details to a person, merchant or organisation You reasonably believe is trustworthy, secure, reputable and reliable.

6.4 If You do not take these precautions, You will be liable for any unauthorised use of the Card.

6.5 If your Card is damaged, compromised, lost or stolen, You will be issued with another card which will have a new PIN that You can change if You wish.

7. Using your Card

7.1 In New Zealand, your Card will be accepted in any EFT Terminal and by any merchant displaying the Mastercard® symbol. Overseas, the Card will ordinarily be accepted by any bank, merchant or EFT Terminal displaying the

Mastercard® symbol. Acceptance may also depend on the merchant, EFT Terminal, network, available funds, security checks, legal requirements and any card controls or transaction limits that apply.

7.2 Subject to these Conditions of Use, we are not liable or responsible for any non-acceptance or conditional acceptance of your Card, or for goods or services supplied by any merchant. Any complaints you have with a merchant must be resolved between You and the merchant, although you may have rights to dispute a transaction under these Conditions of Use.

7.3 In addition to these Conditions of Use, using your Card at an EFTPOS Terminal, ATM, merchant terminal, online merchant or other payment service may be subject to the conditions and operational rules of the relevant financial institution, merchant, payment scheme or service provider. Services, benefits or Card acceptance provided by a third party may be changed, suspended or withdrawn by that third party.

8. Card transaction requirements

8.1 Each transaction on your Card is an irrevocable authority for us to debit the amount of the transaction to your Account. You cannot stop a payment made using your Card.

8.2 In limited cases we can reverse a transaction. Those cases do not include where You have a dispute with a merchant about the quality of goods or services. Any such dispute must be resolved, if at all, between You and the merchant.

8.3 EFT transactions are debited to your Account on the day the transaction is made, or as soon as possible afterwards. In circumstances beyond our control the date of debiting may vary.

8.4 EFT transactions will be processed as soon as we are notified by the bank that owns the EFT Terminal used.

8.5 When systems are fully operational, the daily transaction limits for EFT transactions made with your Card are the lesser of $5,000 (or such other amount as you may apply for and we may approve) and the available balance of all Accounts accessible on that particular Card. Any Account balance check performed electronically will only display the balance remaining on that $5,000 (or other approved) amount and not on the Account(s) themselves.

8.6 You must repay any amount by which a transaction overdraws your Account. There may also be daily limits on the number of electronic transactions You can do.

8.7 For Off-Line Fund Transfers, any voucher signed or authorised by You is authority for us to process the transaction as soon as we receive the voucher.

8.8 For mail order, telephone or internet transactions, You are authorising the merchant to process an EFT transaction or issue a sales voucher for the transaction amount, which will be debited to your Account. If You establish a recurring payment arrangement using your Card, clause 12 (Recurring Payments) applies.

8.9 Our acceptance of a transaction is not a representation that You have sufficient funds in your Account to cover the transaction. Where a transaction overdraws your Account, additional interest will apply under the terms of your loan contract with us or otherwise as determined by us.

8.10 If an Off-Line Fund Transfer is processed to an Account that has been closed or has insufficient available funds, we are not deemed to have consented to the transfer and You are liable for the transaction amount.

8.11 You agree to provide us with your current mobile phone number and/or email address so that we can send any One-Time Passcode to the correct mobile phone number or email address. You acknowledge that if we cannot send you the One-Time Passcode, your purchase may not proceed. You must notify us promptly if your contact details change or if you suspect a One-Time Passcode has been disclosed or used without authority.

9. Authorisations and debit holds

9.1 We may put a hold on your Account for the amount of a transaction, until the transaction is processed and for a maximum of 7 Business Days.

9.2 Some merchants may also check Card authenticity by requesting a hold for a nominal amount. Any such hold will be for a maximum of 7 Business Days. While a hold applies, the held amount may reduce the balance available for other transactions.

10. Fees and charges

10.1 We may charge fees and other charges in connection with your Card. Details of the fees and charges that apply to your Card are set out in our current Country Banking Fee Schedule, which forms part of these Conditions of Use. The current Country Banking Fee Schedule is available on our Website.

11. Contactless transactions

11.1 Your Card is enabled for Contactless Transactions, You can make a Contactless Transaction, other than a cash withdrawal, by holding the Card near a Contactless Terminal.

11.2 You can only make Contactless Transactions up to certain limits without a PIN. If the transaction is over the Contactless Transaction limit, You will be required to enter your PIN or sign for the transaction. Different Contactless Transaction limits may apply overseas. We do not have any control over overseas Contactless Transaction limits.

12. Recurring payments

12.1 You may authorise a merchant to process recurring transactions using your Card.

12.2 You remain responsible for recurring transactions until the authority is cancelled with the merchant and, where applicable, with us.

12.3 Recurring transactions may continue even if your Card is replaced, expires, is cancelled, or your Account is closed.

12.4 Cancellation of your Card does not automatically cancel any recurring payment authority given to a merchant.

12.5 You are responsible for ensuring that any recurring payment arrangement is cancelled directly with the merchant in accordance with the merchant's requirements.

12.6 You must pay all recurring transactions authorised by You or another cardholder on your Account.

13. Foreign currency transactions

13.1 Transactions made using your Card in a currency other than New Zealand dollars may be subject to exchange

controls, card scheme requirements, processing delays, refusal, chargeback or reversal rights, and any applicable fees or charges.

13.2 Mastercard® processes and converts into New Zealand dollars cash advances, purchases and charges made in foreign currencies at the rate(s) of exchange fixed by Mastercard®.

13.3 Different currencies are treated differently:

(a) Mastercard® converts transactions made in United States dollars directly into New Zealand dollars; and

(b) Mastercard® converts transactions made in any other foreign currency into United States dollars and then converts them into New Zealand dollars.

13.4 We charge a foreign currency fee on any foreign currency transaction. Details of this fee is available in our Country Banking Fee Schedule found on our Website, which forms part of these Conditions of Use.

14. Loss, theft or unauthorised use

14.1 You must notify us promptly if:

(a) your Card is lost, stolen or used by an unauthorised person; or

(b) You believe an unauthorised person has used your Card or knows your PIN.

14.2 If your Card is lost, stolen or used by an unauthorised person, you must:

(a) block your Card immediately through Rabobank Internet Banking or the Rabobank Agribusiness NZ app; and

(b) call us on 0800 500 933, 24 hours, seven days a week to report it as lost or stolen. If you are overseas, please call +64 9 975 2514.

14.3 We may:

(a) ask You to tell us how the Card was lost or stolen; and

(b) charge You a fee if we replace your Card. Please refer to our Country Banking Fee Schedule on our Website.

15. Liability

15.1 You are not liable for losses before You receive your Card or, if applicable, your PIN, provided You have notified us of your current address. If there is a dispute about whether a Card or PIN sent to you was received, we will not assume that it was received simply because it was sent to your correct address.

15.2 You are not liable for loss caused by:

(a) negligence or fraud by us or anyone else involved in the provision of electronic banking services;

(b) faults in machines, Cards or systems used unless they are obvious or advised by message or notice on display; or

(c) any other unauthorised transactions where it is clear you could not have contributed to the loss.

15.3 Once You have notified us of the loss or theft of your Card, or the actual or possible disclosure of your PIN or One-Time Passcode either in New Zealand or overseas, You are not responsible for any unauthorised use of your Card after that time, except that You may be held responsible if You have:

(a) acted fraudulently or negligently; or

(b) contributed to the unauthorised use of your Card by, for example (without limitation) breaching these Conditions of Use by:

(i) selecting a PIN of a type You have been warned not to choose;

(ii) failing to reasonably safeguard your Card;

(iii) keeping a written or electronic record of your PIN;

(iv) giving your Card to another person, or disclosing your PIN or One-Time Passcode to another person;

(v) failing to take all reasonable steps to prevent another person from seeing or learning your PIN when you enter it; or

(vi) unreasonably delaying notifying us that your Card has been lost or stolen, or that another person knows or may know your PIN.

15.4 Where, under clause 15.3, you are liable for unauthorised use of your Card, your maximum liability will be the lesser of:

(a) the actual loss at the time of notification to us; or

(b) the maximum amount that could have been withdrawn from your Account between the time your Card was lost or stolen and the time You notified us.

16. Liability for transactions

16.1 You are responsible and liable for all transactions made with your Card, PIN, Card number, or payment credentials and must pay us the amount of all such transactions including the amount of each:

(a) transaction made by EFT carried out using your Card on your Account;

(b) cash advance and sales voucher signed or authorised by You or another cardholder on your Account;

(c) mail, telephone, internet or email transaction authorised by You or another cardholder on your Account;

(d) recurring transactions; and

(e) other transactions authorised by You or another cardholder on your Account and approved by us.

16.2 When You use your Card to make a purchase by mail order, telephone order, internet or email, You are authorising the merchant to debit your Account. You should only make these transactions if You are satisfied that the merchant is secure, reputable and trustworthy.

16.3 If You have authorised a merchant to debit additional amounts to your Account, those amounts may be debited without needing your signature, PIN, or further authority.

16.4 Your responsibilities in relation to recurring payment arrangements are set out in clause 12 (Recurring Payments).

16.5 We will not be liable to You for any consequential, incidental, special or indirect losses or other damages You

suffer that are a direct or indirect result of you using, or trying to use, your Card in a way that breaches any terms that apply to the Card.

17. Disputed transactions

17.1 You must check the accuracy of your Account statements and advise us as soon as reasonably possible if You believe a transaction is incorrect, unauthorised, duplicated, processed for the wrong amount, or not refunded when it should have been.

17.2 If You do not notify us of a disputed transaction within the period specified below, then the charge in relation to the transaction will remain.

17.3 To dispute a transaction on your Account statement, You must notify us in writing within 30 days after the statement period closing date. If You notify us after that time, we may be unable to reverse the transaction and You may have to pay for it.

17.4 When You dispute a transaction, You must give us information we reasonably request, which may include your name, last 4 digits of your Card number, contact details, Account details, the transaction date and approximate time, the amount, merchant name, nature of the dispute, any transaction record or sales voucher, details of any EFTPOS terminal or website involved, any merchant response, and details of any complaint lodged with the Police.

17.5 We will investigate your complaint. If an error did occur, it will be corrected, and we will notify You of any adjustments made to your Account as a result. If we conclude that the transaction should remain, we will let You know the reasons for our conclusion. If You are not satisfied with the outcome of the investigation, You can refer the matter to the Banking Ombudsman.

18. Damaged or faulty Cards

18.1 You must ensure that your Card is not damaged, including the chip, magnetic strip and any other information stored on or associated with the Card.

18.2 If your Card is damaged or faulty, we will issue You with a new Card upon your request. We may ask you to tell us how the damage or fault occurred.

18.3 We may charge You for the replacement Card. For more information on replacement card fees, please see our Country Banking Fee Schedule, available on our Website.

19. Expiry and renewal

19.1 A new Card will be sent to You automatically prior to the expiry date printed on your Card. You must ensure we always know your current address so that each new Card can be sent to the correct address.

19.2 We may decline to renew or replace a Card where the Account has been closed, the Card has been cancelled or blocked, or we reasonably believe that the Card has been used fraudulently, unlawfully, or otherwise in breach of these Conditions of Use.

20. Blocking, restricting and cancelling your Card

20.1 We may block, restrict or cancel your Card where it is reasonable for us to do so. This may include where:

(a) we suspect fraud, unauthorised use or a security compromise;

(b) we become aware of the death or incapacity of an Account owner or cardholder;

(c) there is a dispute between Account owners, cardholders or authorised persons, including a relationship breakdown;

(d) the Account is blocked, restricted, suspended or closed;

(e) we are required to do so by law, regulation or card scheme requirements; or

(f) we consider it reasonably necessary to protect You, another Account owner, the Account, us or another person, or for another operational or risk-management reason.

We may take this action immediately and without prior notice where we reasonably consider that this is necessary for security, fraud-prevention, legal, regulatory, operational or account-protection reasons.

20.2 A block or restriction may be temporary. We may require further information or instructions before removing it.

20.3 We will generally give You at least 14 days' notice before cancelling your card unless a shorter period, immediate cancellation or no prior notice is reasonably required.

20.4 You may cancel your Card at any time by notifying us. We may require You to cut the card in half, return it to us or securely destroy it. Cancellation of your Card does not automatically cancel any recurring payment arrangement you have authorised. Your obligations in relation to recurring payment arrangements continue in accordance with clause 12 (Recurring Payments).

20.5 If your Card is cancelled, You will not be able to use the Card to access any Account.

21. Variation

21.1 Subject to clause 21.2, we can vary the terms and conditions of the Card, including fees and charges. We will give You at least 14 days' notice of a change by communicating with You in one or more of the following ways:

(a) by direct communication;

(b) by notice on our website; or

(c) through any electronic banking channel used by You.

21.2 Prior notice is not required where the variation:

(a) is to an interest rate, or other variations that are subject to market fluctuations;

(b) will not have (or cause) detriment to you, in our reasonable opinion;

(c) is to correct an error; or

(d) is required to comply with any law or regulation.

In the above circumstances, we will communicate with You about these changes in a manner set out in clause 21.1.

21.3 We may choose to transfer You to another Card type if:

(a) a type of Card is no longer available;

(b) You are no longer eligible for that type of Card;

(c) we consider that a transfer to another type of Card is appropriate for your circumstances;

(d) it is to reflect changes to the type of Card and/or how we offer the type of Card; or

(e) it is to enable changes that are reasonably necessary for our other legitimate business purposes.

21.4 We will usually give You at least 14 days' prior notice of the intention to transfer your Card type, together with information about the new Card. You will have the opportunity to choose a different type of Card (if it is available) or have your Card cancelled. If You do not contact us to discuss these options within the time set out in the notice, we may transfer You to the new type of Card chosen by us.

22. Privacy

22.1 We collect, use, store and disclose personal information in connection with your Card, Account, security, fraud prevention, transaction processing, complaints, legal and regulatory obligations, and Card scheme requirements. Further information about how we handle personal information is available in our Privacy Statement on our Website.

22.2 You consent to the information received in relation to the Card being:

(a) collected and held by Rabobank (our address is specified on our website);

(b) also held by other members of the Rabobank Group and our contractors, both in New Zealand and in other countries;

(c) disclosed to other members of the Rabobank Group and contractors of such members, including their employees and agents, and also to regulators or relevant government authorities in New Zealand and overseas, to the extent necessary for You, us and other members of the Rabobank Group to comply with Applicable Laws or for Operational Purposes;

(d) used by us or any member of the Rabobank Group for the operation of the Account or for Operational Purposes and for enabling us and other members of the Rabobank Group to comply with Applicable Laws;

(e) disclosed to other financial institutions, or organisations that we are part of, for the purpose of preventing, detecting, investigating, or reporting fraudulent activity; and

(f) disclosed to third parties who offer services complementary to those services offered by Rabobank, where the disclosure is for commercial and marketing purposes.

22.3 We and any other member of the Rabobank Group may use the information for marketing purposes (including marketing by electronic means), including the marketing of third parties' products and services to You. You may opt-out of receiving marketing communications by contacting us.

22.4 If all the information requested is not provided, we may not be able to provide the Card in the manner requested or at all.

22.5 Access to, including for correction of, personal information may be gained by contacting us on the phone number specified on our website. Our Privacy Statement is available on our website and contains information on how we collect and use personal information in the course of our business, your rights in respect of your personal information, and how You can make a privacy complaint.

22.6 For the purposes of this clauses, "**Operational Purposes**" are purposes that in our opinion are connected with a lawful function or activity of us or any other member of the Rabobank Group, including:

(a) meeting our own internal standards (as set by our Rabobank Group parent company) for verifying and ensuring the accuracy of customer information; and

(b) verifying contact details so that we can contact you or any Related Person in relation to the Card and other services we provide.

23. Severance

23.1 If any part of these Conditions of Use is illegal, invalid or unenforceable at law, the rest of these Conditions of Use are to be read so as to exclude any such part and will remain enforceable to their fullest extent.

24. Glossary – Meaning of important terms

Account means any Rabobank Account that you choose to access funds from by using your Card.

ATM means an automatic teller machine.

Business Day means any day other than a Saturday, Sunday, or a nationwide New Zealand public holiday.

Card means your Rabobank Debit Mastercard® or such other Rabobank Debit Card (whether in plastic or digital form) that we may transfer You to, pursuant to clause 21 of these Conditions of Use.

Conditions of Use means these Rabobank Debit Card Conditions of Use, as amended from time to time.

Contactless Terminal means an EFT Terminal which can be used to make a Contactless Transaction.

Contactless Transaction means a transaction made by holding a Card with contactless technology close to the Contactless Terminal without having to insert or swipe it.

EFT means Electronic Funds Transfer, which is the electronic process which allows you to withdraw funds from the Account. You can authorise an Electronic Funds Transfer by using your Card at an EFT Terminal.

EFT Terminal means a device which makes EFT transactions and includes ATMs and EFTPOS Terminals.

EFTPOS Terminal means an EFT Terminal located at a merchant's point of sale.

Internet Banking means access to your Rabobank Accounts through the Website or the Rabobank Agribusiness NZ app.

Mobile Device means a mobile phone, smart phone, tablet or other portable device onto which You have installed the Rabobank Agribusiness NZ app for which You use to access Internet Banking.

Mastercard® Identity Check is an extra layer of security that helps confirm your identity through a One-Time Passcode for some online purchases.

Off-Line Funds Transfer means a transaction using your Card when an EFT Terminal is not working or where the merchant does not have EFT facilities.

One-Time Passcode is the Mastercard® Identity Check passcode sent to your mobile phone or email address.

PIN means the personal identification number associated with your Card that You enter at an EFT Terminal.

Rabobank Agribusiness NZ app means the ~~computer~~ application for use in connection with Rabobank Internet Banking, which we make available for You to install on your Mobile Device.

Rabobank, we, us, our means in respect of banking services, where an account is opened in New Zealand, Rabobank New Zealand Limited (NZBN 9429040969855); in all other cases, Coöperatieve Rabobank U.A. (NZBN 9429038354397) incorporated in the Netherlands.

Rabobank Group means Coöperatieve Rabobank U.A. (NZBN 9429038354397) and any of its related entities.

Website means www.rabobank.co.nz

You, your means the Account owner or cardholder or both, depending on the context.