

## ANZ Vietnam

### Hanoi Offices

- **Head Office:**

7<sup>th</sup> floor, 13 Hai Ba Trung Street, Hoan Kiem District  
SWIFT: ANZBVNVX

- **Le Thai To Branch:**

14 Le Thai To Street, Hoan Kiem District

- **Cau Giay Transaction Office:**

Room 102 - D5 Block, Tran Thai Tong Street,  
Cau Giay District

- **Trung Hoa Transaction Office:**

1<sup>st</sup> floor, VIMECO Building, Pham Hung Street,  
Cau Giay District

### Ho Chi Minh City Offices

- **Ho Chi Minh City Branch:**

39 Le Duan Street, District 1  
SWIFT: ANZBVNVX472

- **District 3 Transaction Office:**

65 Pham Ngoc Thach Street, District 3

- **District 5 Transaction Office:**

86 Tan Da Street, District 5

- **Saigon South Transaction Office:**

47 Phu My Hung, Nguyen Van Linh Boulevard, District 7

- **Tan Binh Transaction Office:**

113 - 115 Cong Hoa Street, Tan Binh District

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# HOW YOUR ANZ CREDIT CARD WORKS

JUN 2017





## ANZ CREDIT CARDS FULFIL YOUR DAILY SPENDING AND ALLOW YOU TO CONVENIENTLY SHOP ONLINE AND OVERSEAS WITH YEAR ROUND PREMIUM PRIVILEGES.

This guide has been created to give you an overview of how your ANZ Credit Card works. For detailed information on your ANZ Credit Card please refer to your ANZ Credit Card Terms and Conditions.

### Benefits at a glance

- Get unlimited cashback for every spend
- Buy now, pay later, up to 45 days free of interest on purchase
- Flexible repayment with minimum amount only 5% of monthly outstanding balance
- Easy internet and phone shopping, secured credit card eStatement service
- Convenient payment methods including ATM, Internet Banking, ANZ Drop Box and cash payment (free of charge) at nationwide branches of An Binh bank
- SMS Banking Service (free of charge) for account enquiry 24/7 and credit card activation at your fingertips
- Internet Banking service (free of charge) to view credit card statement, recent transactions and make payment.
- SMS alert service for every cash and retail transaction, and for every payment made for Credit Card bill via any payment channel
- Convert purchases and cash transactions into easy monthly instalment plans\*
- Explore exciting privileges and discounts with your ANZ Credit Card at over 100 ANZ Sport partners locally.

### ANZ AutoPay Service

\* Available for water, electricity, ADSL, Television, post-paid mobile, fixed line

It's as easy as filling out a one-time registration form for services you want to pay every month, ANZ Credit Card will take care of recurring payment for your phone/internet bills AUTOMATICALLY, ON-TIME and ALL THE TIME.

- You don't have to take time out from your busy schedule to make payments
- Keep track of your spending in one statement
- Avoid fees or service disconnection due to late payment

### Exclusive privileges for ANZ Platinum Cardholders\*\*

- 5% cashback on weekend dining spend (capped at VND300,000 with required minimum spend of VND10,000,000 per statement cycle)\*\*
- Travel insurance cover of up to USD500,000
- Golf Privileges 50% off green fee for primary/supplementary cardholders at top 6 Golf Clubs in Vietnam
- Take advantage of Visa Platinum Concierge service assistance on travel, dining, shopping and everyday, business or special needs

More benefits available at [www.visa-asia.com/premium/platinum](http://www.visa-asia.com/premium/platinum)

\* Instalment plan: a retail or cash transaction converted into instalments over a fixed period of time

\*\*Terms and Conditions apply

## How much credit am I eligible for?

The amount of credit (your credit limit) you are eligible for is calculated based on your financial and personal details provided at application for your credit card. ANZ reviews information including: your employment history, your financials, your banking history, repayment history and length of employment contract, to determine your credit limit. If the credit limit is higher than you need, you can ask for it to be reduced.

## What if I spend over the credit limit?

If a transaction takes you over your credit limit, you must repay the excess amount immediately. You may be charged an over limit fee or have your ANZ Credit Card account suspended.

## Using my ANZ Credit Card

When you use your ANZ Credit Card, your transaction details are sent from the retailer or service provider to ANZ. Your available credit limit is then reduced by the amount of the transaction and the details are recorded on your ANZ Credit Card statement.

It is important to carefully check the transaction amount and other details before you authorise the transaction, and again when you receive your ANZ Credit Card statement, to ensure your purchases.

In addition to using your ANZ Credit Card for purchasing from retailers and service providers, you can also use your ANZ Credit Card for cash advances.

A cash advance occurs when you use your ANZ Credit Card to withdraw cash from a branch or ATM or a cash equivalent transaction (for example when you purchase travellers cheques).

## Fees and Charges

The fees and charges on your ANZ Credit Card account are detailed in the ANZ Credit Card Fee Schedule. If there is any change to these fees and charges, you will be notified.

The latest fee schedule can be accessed at [anz.com/vietnam](http://anz.com/vietnam) or at any ANZ branch or by calling ANZ Contact Centre at 1900 1276.

Fees and charges may vary between ANZ Credit Cards and are charged for:

- Account maintenance (for example, annual credit card fees)
- Service fees (for example, late payment or over the limit fees)
- Transactions (for example, if you withdraw cash using your credit card)

## Your ANZ Credit Card statement

You will be issued with a monthly ANZ Credit Card statement. This statement will include:

- details of transactions made for the statement period
- details of instalment plans (if any)
- interest and other charges
- reward cashback (reward credited from last month, reward earned this month, reward earned year-to-date)
- a running balance
- payments made and payments due

Always read your statement carefully and make sure you understand your obligations as a credit cardholder. Statement information may vary for each type of product. However, you should always check the amount you owe (your closing balance) and when the minimum monthly payment has to be paid, the amount of credit you have used, the amount of credit that is available to you.

If you do not receive your statement, call ANZ Contact Centre at 1900 1276 for a copy.

## How much do I have to pay?

You can choose to pay the full statement closing balance or part of it, but at least the monthly minimum amount. If you do not pay the monthly minimum amount by the due date, you may be charged a late payment fee and your ANZ Credit Card account may be suspended or closed.

Interest will be applied when your payment is less than statement closing balance

## Checking statement charges

If you find a charge on your statement that you do not recognise, please check your receipts. You may have forgotten about a transaction made earlier that month. Some merchants also have trading names different from the name that appears on the statement, a transaction may have been made by an additional cardholder.

If you still believe you have been incorrectly charged, the first step is to contact the merchant. If you are unhappy with the result, contact ANZ Contact Centre at 1900 1276 and ask for assistance with a disputed transaction. If ANZ agrees that you have been incorrectly charged, and you have notified ANZ within a reasonable time, the transaction will be reversed and a refund processed to your account.



## 7 EASY WAYS TO PAY FOR YOUR ANZ CREDIT CARD

### Paying through Internet Banking (VND only)

1. Log on to ANZ Internet Banking (anz.com/vietnam)
2. Choose "Bill Payment" option
3. Select Biller Code "10002-VNN CR CARD"
4. Enter 16 digits ANZ Credit Card account number (\*)
5. Enter the amount you wish to pay
6. Press "Next"
7. Confirm the payment and save the receipt for future reference

Note: You must enrol for ANZ Internet Banking prior to using this payment option.

### Payments at over 60 ANZ ATMs across Vietnam

1. Insert your ANZ Visa Debit Card and type in your PIN
2. Select "Bill Payment" option
3. Select Biller "VNN CRD"
4. Select pay "own bill" or "others bill"
5. Enter your ANZ Credit Card account number (Without any space or dot " ." or dash "-")
6. Enter the amount you wish to pay (Card payment amount limit is less than VND100M/transaction)
7. Confirm your transaction and collect the receipt

### Auto-Debit

Simply fill in the Auto-Debit Authorisation form at any ANZ branch to register. You can choose to pay the full closing balance or the minimum balance due for the month.

### Cash deposit at any An Binh Bank branch (free of charge\*) or Telegraphic Transfer (TT) from any banks

\* Service fee is waived for ANZ Credit Card payment made by cash deposit only.

Simply deposit cash by filling the Deposit Slip at any An Binh Bank branch or transfer from any banks with following information:

1. Beneficiary account name: Cardholder's full name
2. Beneficiary account number: credit card account number (16 digits shown on your statement. Do not provide credit card number) without any space or dot "" or dash "-"  
Example: 4628123456781234
3. Beneficiary bank details: ANZ Vietnam - HCM City
4. Narrative: payment for Credit Card

### ANZ branches

\*Drop box service (free of charge)

1. Cardholder or nominated payer complete Deposit Envelope with full cardholder name, card account details, payment amount and nominated payer information (if any).
2. Take the carbon copy inside the envelope as evidence of the deposit for future reference.
3. Put the cash payment amount in the envelope, seal it and put into Credit Card Payment Drop Box. Maximum deposit amount per customer is VND 30 mil per day.

\* Cash deposit and transfer services over-the-counter.

ANZ Credit Card account number must be clearly highlighted. Payment equal to or less than VND 1mil over the counter will be applied fee of VND60,000.

The customer/the payer should be aware that there are risks associated with the payment instruction by way of indicating credit card account number only (the "Instruction"), including but not limited to risks arising due to negligence and wrong input of the recipient's credit card account number. The fund transfer will be made relying solely on the recipient's credit card account number and there might not be any verification prior to transfer or confirmation after the transfer is made.

## EMV CHIP CREDIT CARD

### What is EMV chip card?

The EMV Chip credit card is the card newly equipped with global standard Europay Mastercard Visa (EMV) chip technology that will help to improve the payment security for your credit card and protect cardholders against counterfeit fraud.

### What are the benefits of holding an ANZ EMV chip credit card?

A microchip embedded in the ANZ credit card adds a new layer of protection against fraud for purchases made at the point of sale. Information programmed into the chip is personalized for your account and each transaction generates a unique code, adding an extra safeguard against unauthorized use and counterfeiting.

### Do I need to sign the back of the card?

Yes. You still need to sign the back of your ANZ EMV chip card, same as magnetic stripe card.

### How to use my ANZ EMV chip credit card at POS/merchants?

For EMV chip card usage at POS/merchants, your ANZ Credit Card is to be inserted (rather than swipe) into available terminal slot and waiting for it to process. Be sure to remove your chip card and sign on the printed receipt when the transaction is completed.

### What should I do if a merchant is not using a chip-enabled terminal?

You will 'swipe' your ANZ EMV chip credit card to make your purchase, just as you do with your magnetic stripe card. ANZ EMV chip cards still have the magnetic stripe on the back.

### How to use my ANZ EMV chip card for Online purchasing?

You can use your chip card to make purchases online same as you do with your ANZ magnetic stripe card.

### If I want to use ANZ EMV chip credit card for cash withdrawing at ATM, what should I do?

You can use your ANZ chip card to withdraw cash at ATM same as you

do with your ANZ magnetic stripe card.

### If I currently have 2 ANZ credit cards, one of which is auto renewed/or reissued/or upgraded/or downgraded, will it be EMV chip card? Is there any problem if I own and use 2 different card types (magnetic stripe and EMV chip) at the same time?

Yes your new card (from renewing/ reissuing/ upgrading/ downgrading) will be EMV chip card. Your new EMV card and current magnetic stripe card can be used normally at the same time without any issue.

### If I get new ANZ chip card due to renewal (expired after 3 years), I don't get new PIN issuance. Can I keep using the current PIN, which was used for my magnetic stripe card, on new EMV chip card?

You can use your renewed EMV chip card with current PIN (of magnetic stripe card) for ATM transactions as usual.

### I have an ANZ magnetic stripe card, should I request ANZ to issue a new EMV chip card to replace for my current one? How if I keep using my magnetic stripe card?

If your existing ANZ credit card is lost/stolen/fraud or suspicious, ANZ will block your existing card and issue a new EMV chip credit card for you. Otherwise, you can keep using your magnetic stripe card as normal. Once your magnetic stripe card is expired (after 3 years), ANZ will renew it with an EMV chip card (free of charge).

In case you insist to replace your magnetic stripe card (which has not been expired) with a new EMV chip card, please call our Contact Center via 19001276. Your request is subject to a fee of VND100,000 per chip card replacement. Noted that the re-issued EMV Chip card will have new card number, new PIN number, and new CVV2 number (3 digits on the back of your card).

## UNDERSTANDING INTEREST

### What is interest?

Interest is a charge for providing credit. Interest is applied to purchases, cash transactions, instalment plans and interest from previous months and fee charges.

### How is interest calculated?

Interest is calculated on the daily closing account balance and is applied at the end of the statement period. The corresponding daily interest rate is used for this calculation.

Where special rate applies, for example, in case an instalment plan offer is accepted, the rate that applies to the offer will be used to calculate on that part of the balance.



### When is interest charged?

Interest is charged if the statement closing balance is not paid off in full by the statement due date each month and accrued from the day of each transaction in that statement.

Interest is charged on cash transactions from the date they are made until the full amount of the transaction is paid off in full. There is no interest free period for cash transactions.

For instalment plan(s), its interest (if any) will be applied in accordance with the agreed tenor of the plan.

### What is an interest free period?

The maximum interest free period for purchases is the number of days from the transaction date to the payment due date.

Cash advances on your ANZ Credit Card accrue interest from the day of the transaction, and so are not included as part of your interest free period. Refer to your ANZ Credit Card Terms and Conditions for more information.

The interest free period is not applicable to instalment plan(s).

### When will you stop seeing interest billed to your statement?

Once you make your next full payment by the due date, your interest free benefits for purchases will automatically reinstate. However, interest is charged to your ANZ Credit Card account up until the full payment is received. A final interest charge will appear on your next statement. For instalment plan(s), as interest is computed daily, you may see the last remaining interest due from your instalment transaction posted after the full instalment amount is paid.

## UNDERSTANDING REWARD

### What is Reward?

Reward is cashback granted to card account of Primary Cardholders based on spending (eligible transactions) made by both the Primary and Supplementary Cardholders.

Reward includes base cashback applied to all eligible spendings in the statement cycle, and bonus cashback (if any) on pre-defined period and target cardholders.

### Who is eligible for ANZ Reward?

All ANZ Credit Cardholders holding a valid ANZ Credit Card of Classic, Gold, Platinum, Signature Priority Banking Platinum are eligible to participate in the program.

Reward granted shall be conditional upon the fulfilment of the terms of the Rewards Program by the cardholders.

### What are eligible transactions for Reward?

Spending eligible for the Reward Program include both domestic and international retail transactions using the card. Cash advance transactions, Instalment Plan, FlexiFund and any other fees howsoever called, including but not limited to, the transaction processing fee, annual fees, cash advance fees, interest, credit card payment, debit adjustment and late payment fees will not be counted for the purpose of the reward under this Reward Program.

### How do you find out your Reward balance?

Your Reward balance will be reflected on your credit card statement with below details:

- Reward cashback credited from last month
- Reward cashback earned this month
- Reward cashback earned year-to-date

### How do you utilise your Reward?

Your reward (if any) accumulated in this month (one statement cycle) will automatically disburse to your account and deduct to your outstanding balance (the total amount you owe) of next statement cycle.

ANZ may, at its sole discretion, withdraw or cancel any reward if cardholder's spending is deemed not to be satisfactory

## UNDERSTANDING ANZ AUTOPAY

### Who can register for ANZ AutoPay facility?

Only Primary Cardholders can request for registration/ amendment of ANZ AutoPay service by:

- Visit ANZ Branch and complete ANZ Credit Card AutoPay Service Registration form
- Download the ANZ Credit Card AutoPay Service Registration form on [anz.com/Vietnam](http://anz.com/Vietnam), completing the form with signature and sending to [AutoPay-CreditCard@anz.com](mailto:AutoPay-CreditCard@anz.com) via registered email for ANZ Credit Card

You can request for cancellation of the service/biller(s) via ANZ Contact Centre at 1900 1276

### ANZ AutoPay service is currently available for 15 billers:\*

- Water, electricity (EVN (HCM), Sawaco\*\*)
- Television (SCTV (HCM), VTVCab)
- ADSL (FPT, CMC (HCM), SPT (HCM), VNPT (HCM), Viettel, SST)
- Post-paid mobile (MobiFone, Viettel, VinaPhone HCM)
- Fixed line (Viettel, SST).

\*\* HCM water supply includes: Ben Thanh, Cho Lon, Nha Be, Trung An, Thu Duc, Tan Hoa, Phu Hoa Tan.)

There is no limit of number of registered bills.

### How do I know if my bills are registered successfully?

You will get sms message within 10 days to confirm your registration status on billers detail. If you get no such notice, please contact ANZ Contact Centre. If you get failure notification, you need to re-check your relevant bill or validate the bill account with Service Provider to request amendment for ANZ AutoPay

Request for registration/amendment or cancellation received by ANZ from the 22<sup>nd</sup> of the month will take effect from the subsequent month.

### How do I know my monthly bill payment is successful?

Apart from sms confirmation on your registration status, your successful payment will be shown in details on credit card monthly statement. Otherwise, you would get sms notification that bill payment for the specific month fails and needs to be managed by yourself for the month.

### How is ANZ AutoPay processed?

ANZ shall debit your card account for bill payment on the 1<sup>st</sup>, 8<sup>th</sup>, 15<sup>th</sup> & 22<sup>nd</sup> of each month. In case the 1<sup>st</sup>, 8<sup>th</sup>, 15<sup>th</sup> & 22<sup>nd</sup> falls on a non-working day (weekend or public holiday), the bill payment will be processed the next working day or before the due day of the bills. Due to no limit of registered bill number, please ensure that your card limit is sufficient for total bill amount, or the payment does not make your card over-limit, otherwise you would get sms notification of payment failure.

## UNDERSTANDING SMS BANKING

Without registration required, you can activate your credit card/check card balance and status on the go with free SMS Banking Service.

Note: Service Provider Fee\*:

VND 1,000/SMS (Vinaphone, Mobifone, Viettel)

VND 500/SMS (Vietnamobile, Gtel)

\*Effective from July 1<sup>st</sup> 2016

SMS Banking is a smart way to access your credit card account whenever you want:

- Activate your credit card within 24hours (or next working day)
- Keep track of your beginning credit card balance, minimum amount due and payment due date with our 24/7 SMS Center.

How to text:

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#### SMS

Text **ACT <4 last card digits>** to 8069

Text **BAL <4 last card digits>** to 8069

Text **DUE <4 last card digits>** to 8069

Text **SO CC** to 8069

#### To get

To activate your credit card  
Example: Text **ACT 5079** to 8069

Your daily credit card  
outstanding balance

Your due amount, due date,  
minimum due amount and  
total payment from last  
statement date

Promotion offers of Credit Card

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### SMS alert for card transaction(s)

You can enjoy peace of mind from unauthorised transactions with sms notification sent within 5 minutes for every retail or cash transaction to your registered mobile. This instant alert protects you against fraudulent activity on ANZ credit card account and makes 24/7 SMS Banking fully convenient to get credit card information at your fingertips.

Monthly charge will apply (please refer to Fee Schedule at [anz.com/vietnam](http://anz.com/vietnam)) except you want to opt out by calling ANZ Contact Centre at 1900 1276 ext.2. The charge will be upfront every quarter and pro-rate charge will be refunded from the month you opt out.

### SMS notification for card payment(s)

Be notified for every payment made for Credit card bill through any payment channel that ANZ offers.

SMS notification is sent the following working day for payment made today, via registered mobile phone number for ANZ Credit Card.

Free of charge service.

## CREDIT CARD ON INTERNET BANKING

Easily keep track your credit card transactions and make payment any time and on the go.

How to access Credit Card on Internet Banking

- Login Internet Banking with user ID and password.
- Choose "Credit Card" section, which show your all credit card(s)
- Double click onto the type of credit card for transaction details

\*Note: Do not, under any circumstances, follow a link to Internet Banking, except from ANZ website to avoid hoax/phishing email risk.

