

Information on the statement

Credit card statements are usually issued monthly and include:

- › details of transactions made for that statement period
- › interest and other charges
- › a running credit balance
- › payments made and payments due.

Always read your statement carefully and make sure that you understand your obligations as a credit card holder. Statement information varies for each bank, however you should always check the amount you owe (your closing balance) and when it has to be paid, the amount of credit you've used, and the amount of credit available to you.

How much do I have to pay?

To minimise interest, try to pay the closing balance (whole amount owing), every month by the day the payment is due. If you're not able to pay the closing balance, you should pay part of it, or at least the minimum payment. The minimum payment is the least amount you must pay each month to keep operating your account. If you don't pay the minimum payment by the due date, your bank may charge a late payment fee and stop or close your credit card.

How can I pay my statement?

Most banks offer a range of payment options which are usually listed on your statement.

For more information on ANZ credit cards, please call **13 22 73**, visit our website at anz.com or ask at your nearest ANZ branch.



How credit cards work

The basics

How credit cards work provides a basic overview of how a credit card account operates. It should be used as a guide; for detailed information on your ANZ credit card account please refer to your *ANZ Credit Card Conditions of Use* booklet. If you would like a copy of the booklet please call us on **13 22 73**.

A credit card lets you use your bank's money as a short-term loan to buy something you want now, and pay for it later. When used properly, a credit card can be a great tool for managing your finances.

There are two main types of credit cards: cards with an interest free period and cards where interest is charged daily.

Cards with an interest free period

If you have a card with an interest free period, interest on purchases is only charged if the closing balance is not paid off in full by the due date each month.

Cards with no interest free period

On these cards, interest is charged from the day you make the purchase. Typically the interest rate is lower than on an interest free period card.

Choosing the right card

The type of credit card you choose should depend on whether you generally plan to pay the full closing balance on time, every month, or if you need to space your repayments over time.

Some cards also offer rewards programs, where you can earn points and use them to get rewards like vouchers, discounts or other products.

How much credit can I get?

The amount of credit (credit limit) you are eligible for is calculated based on the financial and other information you provide to your bank when you apply for a credit card.

The bank looks at your employment history, what you earn, your expenses, other debts, repayment history, things you own and so on 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 my limit?

If you do a transaction that takes you over your credit limit, you must pay the excess amount immediately. If you don't, your bank may charge an overlimit fee or close your card.

Using your card

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

It's important to carefully check the transaction amount and other details before you authorise the transaction, and again when you receive your statement, to ensure that purchases match the transaction recorded.

Checking statement charges

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

If you still believe you've been incorrectly charged, the first step is to contact the retailer. If you are unhappy with the result, contact your bank's credit card division. If your bank agrees you've been incorrectly charged, and you have notified them within a reasonable time, they will reverse the charge and process a refund to your account.

Fees and charges

Fees and charges vary between credit cards and are charged for:

- › account maintenance (for example, annual and rewards program fees)
- › penalties (for example, late payment or over limit fees)
- › some transactions (for example, if you withdraw cash using your credit card).

What is interest?

Interest is a charge for providing credit. ANZ charges interest on purchases and cash transactions.

Interest can be charged on purchases of goods and services, cash advances and cash equivalent transactions, for example, when you use your credit card to get cash from a branch or ATM.

What is a cash advance?

A cash advance occurs when you use your credit card to get cash from a branch or ATM. Interest is charged from the date the cash advance is made until the cash advance is paid off in full.

When is interest charged?

For interest free period cards, interest on purchases is charged if the closing balance is not paid off in full by the due date each month.

For cards with a lower ongoing interest rate, but no interest free period, interest is charged from the date a transaction is made.

Interest on cash transactions is charged from the date a cash advance or cash equivalent transaction is made, until the transaction is paid off in full. There is no interest free period for cash transactions.

What is a primary cardholder?

The primary cardholder is the person who opens the account and is responsible for any debt on the account. Some banks allow the primary cardholder to nominate additional cardholders, who can use the credit card account in addition to the primary cardholder.

The primary cardholder is responsible for all debt on the account. That is why it's very important to think carefully about making another person an additional cardholder, to agree with them how the card will be used, and to monitor that usage over time.