

Virgin Money would like to advise you of some important information about your Credit Card and Velocity Rewards Program (Account)

This notice is provided with your December statement of Account and details important information on the following aspects of your Account:

- 1. Important information regarding the *National Consumer Credit Protection Act 2009* (Cth)**
- 2. Your preference for over limit Transactions**
- 3. Changes to your Account Terms and Conditions**

Please read it carefully and retain it for your records.

Important Information

1. ***National Consumer Credit Protection Act 2009* (Cth) - What does it mean for you?**

From 1 January 2011, the *National Consumer Credit Protection Act 2009* (Cth) requires credit licensees (including Us) to alter the way it provides credit to its customers.

This means that when you apply for credit from us, more detailed information regarding your financial situation will be required. This information will be requested on your application form and we may be required to contact you to re-verify your information in the future when you request certain changes to your Account (such as Credit Limit increases).

Is any action required from you?

No immediate action is required from you as a result of these changes, however please be aware that if you have previously accepted an offer by us to automatically process Credit Limit increases to your Account on a periodic basis up to a pre-approved Credit Limit, from 1 January 2011 these increases will no longer be processed automatically. You may contact us at any time to request an increase in your Credit Limit and each request will be assessed at the time of request.

To further understand how these changes will affect you, please visit: www.bankers.asn.au/make_credit_work_for_you

2. Your preference for over limit Transactions

If you initiate a Transaction which is greater than the Available Credit on your Account (an “over limit Transaction”) we may process the Transaction automatically in accordance with the rules set up in our internal systems. You will be charged an “over limit fee” for this service which is outlined in your Financial Table (the document you received upon opening your Account which contains the table of applicable fees and charges).

You may call us at any time to request that we do not process over limit Transactions. If you do so, most Transactions initiated by you that cause you to exceed your Credit Limit will be rejected. Please be aware that there may be some Transactions that we cannot reject such as Transactions that are processed manually (for example: where you initiate a Transaction and the merchant does not use an electronic device to accept your credit card payment, or for some recurring instructions set up on your Account). In these circumstances we will process the Transaction to your Account and you will be liable for repayment of that amount and any associated interest charges.

3. Changes to your Account Terms and Conditions:

Effective from 1 February 2011:

1. Title amended to read:

“Credit Card and Velocity Rewards Program Terms & Conditions and a Summary of Complimentary Insurance Products”

2. The definition of **Financial Table** in Part A – Credit Card Terms and Conditions is amended to:

The document you received upon opening of your Account that contained the table of applicable fees and charges. This document forms part of your pre-contractual statement and can be varied from time to time in accordance with clause 18 “Variation” of these Terms and Conditions.

3. The definition of **Cash Advance** in Part A – Credit Card Terms and Conditions is amended to:

A Transaction where cash or its equivalent is obtained. For example, transactions such as telegraphic transfers or other credit transfers (including Balance Transfer amounts after expiry of the Balance Transfer offer period), certain bill payments and the purchase of traveller’s cheques or gaming tokens are all treated as Cash Advances.

4. **Clause 3 (b) Credit Limit and Available Credit** in Part A – Credit Card Terms and Conditions is amended to:

If a Transaction amount is more than the amount of Available Credit on the date of the Transaction (an “over limit Transaction”), we may, without telling you, and even if we have previously allowed over limit Transactions:

- (i) Not process the Transaction; or
- (ii) Stop payment of that Transaction and reverse all entries in respect of it.

Because many Cardholders prefer to have over limit Transactions processed, rather than rejected, our automated systems include rules that will allow some over limit Transactions to be processed, for which a fee will be charged, as set out in your Financial Table. However, you may contact us at any time to request these Transactions be automatically rejected. In this case most over limit Transactions will be rejected, with the exception of certain Transactions that we cannot reject including Transactions that are processed manually (for example where a merchant does not use an electronic device when accepting your credit card Transaction or for some recurring instructions set up on your Account), for which you will be liable for the full Transaction amount and associated interest charges (subject to any Chargeback right that may exist under clause 19(d) “Error/Dispute Resolution”).

5. The definition of **Concierge Services** in Part C – Velocity Rewards Program Terms and Conditions is amended to:

Means the concierge services provided to Virgin Flyer and Virgin High Flyer Credit Card Cardholders as described in clause 11 of these Terms and Conditions.

6. **Clause 3.1 Accumulation of Points** in Part C – Velocity Rewards Program Terms and Conditions is amended to:

Velocity Points are awarded in respect of Eligible Transactions as set out in the table below. The number of Velocity Points awarded is calculated by reference to the dollar amount of the Eligible Transaction.

Product Name	Earn Rate
Virgin Flyer Credit Card	1 Velocity Point for each whole Australian dollar up to \$1,500 each Statement Period and 0.5 Velocity Points for each whole Australian dollar thereafter
Virgin High Flyer Credit Card	1.25 Velocity Points for each whole Australian dollar

7. Part D – Description of Transit Accident Insurance – Virgin Flyer Cardholders 30 June 2010

This section has been removed from the Credit Card and Velocity Rewards Program Terms & Conditions document and replaced with a summary of the complimentary insurances available on Virgin credit card products.

Please note there has been no change to the insurance cover available on your Account.

Description of all insurance covers can be found at www.virginmoney.com.au or by calling us on 13 37 39.

If you are unclear on any of the information or specified changes, please do not hesitate to contact us on 13 37 39 and we will be happy to assist you 24 hours a day, 7 days a week.

Citigroup Pty Limited ABN 88 004 325 080 AFSL No. 238098 (“Citibank”, “Us”) is the credit provider and issuer of Virgin Money Credit Cards (“Credit Cards”). Virgin Money (Australia) Pty Limited ABN 75 103 478 897 distributes the Credit Cards under an arrangement with Citi. MCG12791 (11/10)