

## Fees and Limits

Please note that the fees and limits are subject to variation in accordance with the terms and conditions.

Fees	US\$	GB£	AU\$	CA\$
Card fee	Free			
Load/Reload fee	Free			
ATM fee per withdrawal <sup>2</sup>	US\$2.50	£1.50	AU\$3.50	CA\$3.25
Purchase from merchants (e.g. shops and restaurants) <sup>2</sup>	Free			
Monthly inactivity fee debited from your Card if it has not been used for 12 months <sup>7</sup>	US\$3.50	£2.00	AU\$4.50	CA\$4.00
Shortfall fee	US\$15.00	£10.00	AU\$17.50	CA\$17.50
Non-emergency Cash out fee through Card Services	US\$9.50	£6.00	AU\$9.00	CA\$9.50
Cash out fee at participating Post Offices	Free			
Additional Card linked to the same funds <sup>6</sup>	Free			
	EU€			
Annual Government stamp duty <sup>3</sup>	€5			

### Limits

Limit	US\$	GB£	AU\$	CA\$
Maximum amount you can withdraw from ATMs in 24 hours <sup>2</sup>	US\$800	£500	AU\$1,000	CA\$1,000
Maximum amount that you can spend at merchants in 24 hours <sup>2</sup>	US\$5,000	£3,000	AU\$6,000	CA\$6,000
Minimum amount you can load/reload on your Card	US\$130	£85	AU\$170	CA\$170
Maximum load and maximum balance allowed on your Card at any one time	US\$9,000	£5,000	AU\$10,000	CA\$10,000
Maximum load over 12 months <sup>4</sup>	US\$30,000	£18,000	AU\$36,000	CA\$36,000
Cash over the counter withdrawal limit at participating Post Offices <sup>5</sup>	US\$5,000	£3,000	AU\$6,000	CA\$6,000
Additional Card linked to the same funds <sup>6</sup>	1			

<sup>2</sup> Some ATM operators or merchants may charge a fee or set their own limits. Please confirm whether any fees or limits apply, before making a withdrawal or purchase.

<sup>3</sup> Please note that the Government of Ireland charges an annual stamp duty on prepaid card accounts. There is a €2.50 fee every year if the Card is used in an ATM. There is also another €2.50 fee every year if the Card is used in a point of sale transaction.

<sup>4</sup> The total amount you may load onto all prepaid cards issued to you by us during any twelve (12) month period.

<sup>5</sup> Cash over the counter withdrawals are available at participating Post Offices in Ireland only and ID will be required on all withdrawals over €500 (or currency equivalent).

<sup>6</sup> Please note, this Card is a back up Card for security purposes only.

<sup>+</sup> If, following the debit of any monthly inactivity fee, the Card balance is less than the fee, we will waive the difference.

Merchant transactions and ATM withdrawals in a currency other than the currency of the Card will be exchanged to the currency on the Card at an exchange rate determined by MasterCard® on the day the transaction is processed, increased by 5.75%.

PostFX™ Prepaid MasterCard Currency Card is issued by R. Raphael & Sons plc, pursuant to license by MasterCard International Inc. MasterCard is a registered trademark of MasterCard International Incorporated.

R. Raphael & Sons plc, trading as Raphaels Bank, is authorised by the UK Prudential Regulation Authority and regulated by the UK Financial Conduct Authority and the UK Prudential Regulation Authority, and is also regulated by the Central Bank of Ireland for conduct of business rules.

## PostFX™ Prepaid MasterCard® Currency Card Terms and Conditions

By purchasing or requesting the PostFX™ Prepaid MasterCard Currency Card, you agree that you understand, accept and shall comply with these terms and conditions and the Fees and Limits section in the User Guide (together the "Agreement"). This is a copy of your Agreement for you to keep. A further copy is available on request.

This Agreement is entered into between R. Raphael & Sons plc and you only.

### 1 In this Agreement:

- we, us, our** means R. Raphael & Sons plc. R. Raphael & Sons plc (Company Registration No. 1288938 and VAT registration number 918392304) has its head office and registered office at 19-21 Shaftesbury Avenue, London, W1D 7ED, England. We are a Bank, authorised by the UK Prudential Regulation Authority and regulated by the UK Financial Conduct Authority ("UK FCA") and the UK Prudential Regulation Authority, under registration number 161302. Raphaels Bank is a registered trading name for R. Raphael & Sons plc. Our website is: [www.raphaelsbank.com](http://www.raphaelsbank.com). The UK FCA's website is [www.fca.org.uk](http://www.fca.org.uk).
- Additional Card** means any Card that is issued to you, in addition to the initial Card, pursuant to clause 2.3.
- Card** means the PostFX™ Prepaid MasterCard Currency Card, any Additional Card, when an Additional Card is issued, or, where relevant, any Replacement Card.
- Card Services** means the customer support telephone helpline which deals with any services provided to support the use of the Card and related services in connection with the Card, provided by us or on our behalf by the Programme Manager. Card Services contact details are available on both the reverse of the Card or via [www.cashpassport.com](http://www.cashpassport.com)
- PIN** means the personal identification number given to you for use with the Card.
- Programme Manager** means our third party service provider, Access Prepaid Worldwide Ltd.
- Purchase Location** means any participating Post Office branch in Ireland.
- Replacement Card** has the meaning provided to it in clause 3.6.
- Termination Date** shall be the date of termination of this Agreement, in accordance with clause 8.1.
- you, your** means the purchaser of the Card.
- working day** means Monday to Friday from 0900 to 1700 GMT, except for any public bank holidays, in England and Wales.

### 2 Your PostFX™ Currency Card

- The Card may be purchased at participating Post Office branches in Ireland. The Card is a prepaid currency card, which can only be loaded in the currency of the Card. The payment will be in Euros and the exchange rate will be applied by the Post Office branch. The initial load of funds on to the Card must occur at the Post Office branch. The Card may be reloaded at any participating Post Office branch in Ireland or pursuant to the methods detailed in the User Guide or otherwise notified to you from time to time.
- To purchase a Card, you must be resident in Ireland, aged eighteen (18) years of age or over and produce valid photo ID.
- At the time of purchase, you may request an Additional Card as a backup in the event that your Card is lost, damaged or stolen. This is for your personal use only.
- There is no interest payable to you on the funds loaded onto the Card and these funds do not amount to a deposit with us.

### 3 Using the Card

- The Card can be used worldwide wherever you see the MasterCard Acceptance Mark at ATMs and merchants, including shops, restaurants and online, provided there are sufficient funds available on your Card for the transaction, including any applicable fees. Please note that the Card may not operate in some countries, due to restrictions. Please verify the list of countries with restrictions at [www.cashpassport.com](http://www.cashpassport.com)
- The amount of each transaction and any applicable fee will be deducted from the balance on the Card. Merchants and ATM operators that accept the Card are required to seek authorisation from us for each transaction

For more information about your PostFX™ Currency Card, please visit [www.cashpassport.com](http://www.cashpassport.com) and register your Card on 'My Account', to check your balance and view your transactions. Alternatively, call one of the 24-hour Card Services numbers provided.

that you make, and we cannot stop a transaction once authorised. Some merchants may not be able to authorise your transaction if they cannot obtain an online authorisation from us; examples include some in-flight purchases, car park vending machines and toll booths.

- 3.3 When using the Card at certain merchants including bars and restaurants, an additional amount (typically 10%-20%) is automatically added as an anticipated service charge or tip, temporarily reducing the balance on the Card. When the Card is used to purchase fuel at an automated fuel pump, the Card must have a minimum balance of typically between £10-£50 or currency equivalent. This is to ensure there are sufficient funds available to cover the final cost of the transaction and to reduce the risk of a negative balance arising on the Card. If your actual service charge or tip is less than the additional amount added or you spend less than the minimum amount when purchasing fuel, it may take up to seven (7) days from the date of the transaction before the difference is available to spend. Only the actual amount of the final bill agreed between you and the merchant will be deducted from the Card. For further information please refer to the FAQs at [www.cashpassport.com/1/en/ie/FAQ](http://www.cashpassport.com/1/en/ie/FAQ)
- 3.4 We do not recommend using the Card as: (i) a guarantee of payment, for example as a deposit for hotels, cruise lines or car rental, as merchants such as these may estimate the final bill and this amount will be temporarily unavailable to access or spend; or (ii) an arrangement for periodic billing, as any debits to the Card as a result of such arrangements will be considered to have been authorised by you.
- 3.5 Each Card is only for your use and expires on the date on the front of each such Card, however, you will still be able to redeem the balance on the Card in accordance with clause 7.
- 3.6 If the Card is lost, stolen or damaged, you may contact Card Services to request a replacement Card ("**Replacement Card**"). Any request for a Replacement Card must be made on or before the Termination Date (as described in clause 8.1 of this Agreement, unless the Card has been otherwise terminated in accordance with clause 8) and the balance of the Card will be transferred to the Replacement Card. A Replacement Card will be free of charge if your Card is lost, stolen or damaged. A fee will be charged, as per the Fees and Limits section in the User Guide, for a Replacement Card for any other reason.
- 3.7 The Card may not be used for money transfers (i.e. the sending of funds to a third party) or to access money transfer services, or for accessing or purchasing goods from adult or gambling locations, or internet sites, and must not be used for any unlawful activity. You must comply with all laws and regulations (including any foreign exchange controls) in respect of the Card, in the country of purchase and/or use.
- 3.8 You can only use the Card if it has a positive balance. In the unlikely event that the balance on the Card drops below zero (0), you agree to reload the Card to bring the balance back to zero (0) or above, within thirty (30) days of request, and pay the applicable shortfall fee (as set out in the Fees and Limits section of the User Guide).
- 3.9 You agree that, notwithstanding that the balance of the Card may exceed €20 (or equivalent currency of the Card), we will not issue an annual statement of transactions to you.
- 3.10 We are entitled at any time to set off any sum of money on the Card, due from you to us, against any positive balance on any other card held by you with us.

#### **4 Keeping the Card and PIN secure**

- 4.1 You must sign the back of the Card as soon as you receive it.
- 4.2 You must do all that you reasonably can to keep the Card and your PIN and other security details secret and safe at all times and not disclose them to any third party.
- 4.3 You must never allow anyone else to use the Card or have access to the PIN or other security information.
- 4.4 We will never ask you to reveal your PIN.
- 4.5 The PIN may be disabled if an incorrect PIN is entered three (3) times. If the PIN is disabled, please contact Card Services for assistance. There may be a twenty-four (24) hour delay in reactivating your PIN and we may not be able to reactivate the PIN whilst you are abroad. If the PIN is disabled, or if a merchant does not accept chip and PIN, you may be required to sign for any transaction, provided this is supported by and acceptable to the relevant merchant.
- 4.6 You must call Card Services immediately and without undue delay if you

lose the Card or believe it could be misused or you suspect that someone else may know your PIN or any other security details. We will suspend the Card to prevent further use. If a Card which is considered lost is subsequently found, it must not be used unless Card Services confirm it may be used.

- 4.7 You will be required to confirm details of any loss, theft or misuse to Card Services in writing and you must assist us and the appropriate authorities in any enquiries.
- 4.8 We may suspend the Card, with or without notice, if we have a good reason to do so, including, but not limited to, the following reasons: (i) if we think the Card has been or is likely to be misused; (ii) if you break any important term of this Agreement or you repeatedly break any term of this Agreement and fail to remedy it; or (iii) if we suspect any illegal use of the Card. If we suspend the Card, we will inform you of our decision before suspending your Card (if possible) or as soon as possible thereafter, unless such disclosure is prohibited by law or would otherwise compromise fraud prevention or security measures.
- 4.9 If you are entitled to a refund for any reason, for goods or services purchased using the Card, this will be made to the Card.
- 4.10 If you authorise a transaction and we consider that all of the conditions set out below apply, we will refund the full amount of the payment, or provide you with our reasons for refusal, or request that you provide additional information as is reasonably necessary to verify that such conditions apply, within ten (10) working days of receiving your request or, if so requested, within ten (10) working days of receiving any such additional information required:
- (a) you did not know the exact amount of the payment when you gave your authority; and
- (b) the amount charged exceeds the amount you reasonably expected to pay, taking into consideration your previous spending pattern, this Agreement and the circumstances of the transaction (excluding exchange rate fluctuations); and
- (c) you request a refund within eight (8) weeks from the date the funds were debited.

No refund will be made if you have given us your consent for the payment to be made and, where applicable, details of the payment are made available to you by us or the person to whom the payment is being made by any means, at least four (4) weeks before the payment due date.

#### **5 Liability for unauthorised transactions**

- 5.1 We recommend that you check your transaction history and balance at least once a month. If you notice a Card transaction that you do not recognise, you must notify Card Services without undue delay, and in any event no later than thirteen (13) months after the debit date. We may request that you provide additional written information concerning any such transaction in such manner as we may reasonably prescribe.
- 5.2 We will refund any unauthorised or incorrectly executed transaction immediately and, if necessary, restore the Card to the state it would have been in had the transaction not taken place, unless we have reason to believe (based on the evidence available to us at the time you report the unauthorised transaction) that the transaction was authorised by you, or caused by you, or caused by you breaking any important term of this Agreement or repeatedly breaking any term of this Agreement and failing to remedy it or you allowed it to happen because of your gross negligence or we have reasonable grounds to suspect fraudulent activity on your part.
- 5.3 If we make an immediate refund in accordance with clause 5.2, or make a refund after investigating the transaction, we reserve the right to reverse the refund if we do not receive complete details of the transaction in the prescribed form from you within ten (10) working days of our request.
- 5.4 We reserve the right to request additional written information in the form of a statement signed by you providing evidence to support your claim that the disputed transaction was unauthorised. You may be prosecuted in the event you make a fraudulent claim for an unauthorised transaction, whether or not you have received a refund.
- 5.5 Where you have lost the Card or it is stolen, or you have failed to keep the security features of the Card safe in accordance with this Agreement, your maximum liability will be limited to US\$70, £50, AU\$70 or CA\$70 (depending on the currency of the Card), unless you have acted fraudulently or have with intent or gross negligence failed to comply with this Agreement, in which case you may be liable for the entire loss.

However, unless you have acted fraudulently or with gross negligence, you shall not bear any loss arising from the use of a lost, stolen or misappropriated Card after notifying us in accordance with clause 4.6 in this Agreement.

- 5.6 Subject to clauses 5.2, 5.4 and 5.5, where it is determined that you are not liable for an unauthorised transaction, you will not be liable for any of the loss incurred, we will refund the value of that transaction immediately and we will have no further liability to you for any other losses you may suffer. However, if our investigations conclude that the transaction you have disputed has been authorised by you, on your behalf, or you have acted fraudulently, we will not refund the value of the transaction and we may charge you an investigation administration fee of up to US\$60, £40, AU\$60 or CA\$60 (depending on the currency of the Card).

## 6 Fees and Limits

- 6.1 From time to time, we may limit the amount with which, and number of occasions that you can, load your Card, or the amount, and number of occasions, that you can withdraw from ATMs or spend at merchants over certain time periods. Some merchants and ATM operators also impose their own limits on the amount that can be spent or withdrawn over a specific time period.
- 6.2 For details on the fees and limits that apply to the Card, please refer to the Fees and Limits section in the User Guide, or on [www.cashpassport.com](http://www.cashpassport.com)

## 7 Redeeming Unspent Funds

- 7.1 You may redeem the balance of any unspent funds on the Card through any participating Post Office branch in Ireland. Payment will be in Euros and the exchange rate will be applied by the Post Office branch.
- 7.2 You may also redeem the balance of any unspent funds through Card Services. Payment will only be made to a bank or building society account in your name. Redeeming the balance of any unspent funds will usually be in Euros at an exchange rate applied by us and notified to you at the time of your request. You may redeem the balance of any unspent funds in the foreign currency of the Card. When redeeming a balance in the foreign currency of the Card through Card Services, your bank or building society may apply their own exchange rate to convert the funds into Euros, unless you have an account in the currency of the Card.
- 7.3 A cash out fee may be charged for redeeming unspent funds on the Card through Card Services: (i) you redeem unspent funds on the Card before the Termination Date; or (ii) you redeem unspent funds on the Card and end this Agreement in accordance with clause 8.3; or (iii) you redeem unspent funds on the Card after a period of twelve (12) months from the Termination Date.

## 8 Ending this Agreement

- 8.1 Notwithstanding clauses 8.2, 8.3, 8.4 and 8.6, this Agreement shall terminate upon the expiry date of the Card. The date of such termination shall be deemed the "Termination Date".
- 8.2 Subject to clause 8.4, we may end this Agreement prior to the Termination Date by giving you at least two (2) months' written notice by letter or email to the address you have provided us.
- 8.3 You may end this Agreement prior to the Termination Date at any time by writing to or emailing Card Services.
- 8.4 We may ask for the return of the Card and end this Agreement prior to the Termination Date, with or without notice, if you break any important term of this Agreement or you repeatedly break any term of this Agreement and fail to remedy it.
- 8.5 Upon this Agreement being terminated in accordance with this clause 8, you will no longer be able to use the Card. The termination of this Agreement will not affect your right (if any) to redeem unspent funds in accordance with clause 7 and the provisions of clause 7 shall survive termination of this Agreement.
- 8.6 For the purposes of clause 8.1, the expiry of the Card shall mean the later of either the expiry of the initial Card (including any Replacement Card) issued to you under this Agreement or the Additional Card issued to you under this Agreement.

## 9 Changing the terms

- 9.1 We will notify you of changes to this Agreement by email or in writing. The latest version of the Agreement shall be available on [www.cashpassport.com](http://www.cashpassport.com)
- 9.2 We will notify you of any such change(s) at least two (2) months before the

change is implemented. If you are dissatisfied with any change, you can end the Agreement by contacting Card Services in accordance with clause 8.3. You understand and agree that you will be deemed to have accepted the changes, unless you notify Card Services to the contrary before they come into force.

## 10 Personal Data

- 10.1 We may contact you by telephone, letter, SMS or email at the contact details you provide us. You must let Card Services know immediately if you change your name, address, phone number or email address.
- 10.2 By purchasing the Card and using it, you consent to us and our service providers processing the information we collect from you ("**Personal Information**"), when we provide you with the Card services under this Agreement.
- 10.3 We may use your Personal Information to:
- (a) enable us to provide the Card services and for verification of your address and identity;
  - (b) protect against and prevent fraud, unauthorised transactions, claims and other liabilities;
  - (c) provide, administer and communicate with you about products, services and promotions which we think may be of interest to you (including contests, offers, competitions and promotions), and to notify you about important changes to the features and operations of those products and services. If you do not want to receive marketing information about our products and services, please contact us (see 'Contact details'). You will, however, still receive operational and administrative messages related to the Card services and any enhancements or changes to the Card services;
  - (d) operate, evaluate and improve our business (including developing new products and services, managing our communications, determining the effectiveness of our advertising, analysing our products and services, training, performing and producing data reports and analysis that have been anonymised to ensure that they do not identify you as an individual, and performing accounting, billing, reconciliation and collection activities).
- 10.4 We may also share your Personal Information with our service providers who perform services on our behalf, including the Programme Manager.
- 10.5 We may also disclose information about you (i) if we are required to do so by law or legal process, (ii) to law enforcement authorities or other government officials, or (iii) when we believe disclosure is necessary or appropriate to prevent physical harm or financial loss, or in connection with an investigation of suspected or actual fraudulent or illegal activity.
- 10.6 Your Personal Information may be processed outside of the country of purchase (which may be outside of the European Economic Area), but all service providers are required to have adequate safeguards in place to protect your Personal Information.
- 10.7 If you have agreed, we may contact you about other products and services and offers available from selected companies, which we believe may interest you or benefit you financially. If you no longer wish to receive this information, please contact Card Services.
- 10.8 You can contact Card Services for a copy of the Personal Information we hold about you. A fee may be charged for this service. You can also contact Card Services to have any inaccurate or misleading Personal Information amended or erased.
- 10.9 We may monitor or record telephone calls with you to aid us in the provision of the Card services, to detect or prevent fraud or other crimes, to help improve our service and for staff training purposes.

## 11 Our liability to you

- 11.1 Unless otherwise required by law or as set out in this Agreement, we will not be liable to you in respect of any losses you or any third party may suffer in connection with the Card, unless we have acted with intent or gross negligence.
- 11.2 We are not responsible for ensuring that ATMs and point of sale terminals will accept the Card. We will not be liable to you for disputes concerning the quality of goods or services purchased on the Card or any additional fees charged by the operators of these terminals (for example, when you withdraw currency from an ATM, the ATM provider may charge you an additional fee for the service).
- 11.3 Nothing will limit our liability to you for death or personal injury arising out of our negligence, or for our fraud, or insofar as any limitation or exclusion of liability is prohibited by law.

## 12 Law, Jurisdiction and Language

- 12.1 This Agreement and any disputes, which arise under it, shall be exclusively governed by Irish law and subject to the exclusive jurisdiction of the Irish courts.
- 12.2 We will communicate with you in English. This Agreement is written and available in English only.

## 13 Transferring our rights

We may assign any of our rights and obligations under this Agreement, without your prior consent, to any other person or business, subject to such party continuing the obligations in this Agreement to you.

## 14 Compensation

This Card is an electronic money product and although it is a product regulated by the UK Financial Conduct Authority and the UK Prudential Regulation Authority, it is not covered by the UK Financial Services Compensation Scheme or any other compensation scheme, such as the Deposit Guarantee Scheme in Ireland. However, in order to provide protection to you, the funds held in respect of the Card are held by us, an issuing bank authorised by the UK Prudential Regulation Authority and regulated by the UK Financial Conduct Authority and the UK Prudential Regulation Authority, on trust, to ensure the funds are safeguarded in the unlikely event of insolvency.

## 15 Contact details

- 15.1 If you have any queries regarding the Card, please refer to **[www.cashpassport.com](http://www.cashpassport.com)**
- 15.2 If you have any further queries, are dissatisfied with the standard of service, you think we have made a mistake in operating the Card or you require information about your Personal Information, please contact Card Services.
- 15.3 We can be contacted using the details in the 'Contact details' section of the User Guide or by writing to Card Services, Access House, Cygnet Road, Peterborough, PE7 8FJ, England.
- 15.4 Any notice sent by either party under this Agreement (i) by email, shall be deemed given on the day the email is sent, unless the sending party received an electronic indication that the email was not delivered; and if (ii) by post, shall be deemed given three (3) working days after the date of posting.
- 15.5 We will try to resolve any problems as quickly as possible and in accordance with the complaints procedure, which can be found on **[www.cashpassport.com](http://www.cashpassport.com)** or is available on request. If your query is not dealt with to your satisfaction, you may be able to refer it to the UK Financial Ombudsman Service, an independent body established to adjudicate on eligible disputes with financial firms. Their address is: Exchange Tower, London, E14 9SR, England; Telephone: +44 20 7964 0500; Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk). You can find more information on the UK Financial Ombudsman Service on their website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk). You may also refer a complaint to the Irish Financial Services Ombudsman. Their address is: 3rd Floor, Lincoln House, Lincoln Place, Dublin 2. Enquiries may be emailed to: [enquiries@financialombudsman.ie](mailto:enquiries@financialombudsman.ie).

For all your PostFX™ Currency Card needs, visit **[www.cashpassport.com](http://www.cashpassport.com)**



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R. Raphael & Sons plc (Company Registration No. 1288938) has its head office and registered office at 19-21 Shaftesbury Avenue, London, W1D 7ED, England. We are a Bank, authorised by the UK Prudential Regulation Authority and regulated by the UK Financial Conduct Authority and the UK Prudential Regulation Authority under registration number 161302 and are permitted to issue e-money. The Programme Manager administers and services the Card on our behalf and is available to give you support if you have any queries or complaints.