

**PostFX™ Mastercard®  
Currency Card  
terms and conditions**

By purchasing or requesting the PostFX™ Mastercard Currency Card (the “Card”), you agree that you accept and shall comply with these terms and conditions. These terms and conditions are for you to keep. A further copy is available on request (see Contact details). This Agreement is entered into between R. Raphael & Sons plc and you only.

## 1 In this Agreement:

- 1.1 **Account Information Services** means services to allow you to see your accounts with different providers/banks and card issuers in one place;
- 1.2 **Additional Card** means an additional Card that may be purchased by you to use as a backup for security purposes;
- 1.3 **AED** means the lawful currency of the United Arab Emirates;
- 1.4 **Agreement** means these terms and conditions, the Fees and Limits section and contact details, which can be found at [www.postfx.ie](http://www.postfx.ie);
- 1.5 **ATM** means cash machine;
- 1.6 **AUD, AU\$** means the lawful currency of Australia;
- 1.7 **CAD, CA\$** means the lawful currency of Canada;
- 1.8 **Card** means the multi-currency “PostFX™ Mastercard Currency Card” with ATM and Merchant access and functionality (as set out in this Agreement) and any Additional Card, when an Additional Card is issued, or where relevant any Replacement Card;
- 1.9 **Card Fund** means the aggregate sum of the funds loaded onto the Card in each Currency and available for transactions;
- 1.10 **Card Services** means any services, including call centre services contactable on 1800 535 564, provided by us or the Programme Manager, in connection with the Card; call centre services are available round the clock;
- 1.11 **Cash out fee** means a fee that is charged when funds that haven’t been spent are redeemed by you;
- 1.12 **CDD** means the customer due diligence measures required to be undertaken to identify and verify you in accordance with applicable law and regulation (including without limitation anti-money laundering);
- 1.13 **CHF** means the lawful currency of Switzerland and Liechtenstein;
- 1.14 **Contactless** means a method for authorising a card transaction that involves bringing a contactless enabled card within close proximity to a contactless card reader provided by the Merchant;
- 1.15 **Currency** means, subject to clause 2.3, any one (1) or more of EUR, GBP, USD, CAD, AUD, NZD, AED, ZAR, CHF and TRY and any additional currency that we may make available in connection with the Card from time to time;
- 1.16 **EUR, EU€** means the lawful currency of the Eurozone;
- 1.17 **GBP, GB£** means the lawful currency of Great Britain;
- 1.18 **Merchant** means a provider of goods and/or services who accepts the Card as a means of payment whether at a distance (e.g. by telephone and online) or over the counter as applicable;
- 1.19 **My Account** means the web application at [www.postfx.ie](http://www.postfx.ie) (or any other online application we notify to you), which gives access to information about the Card and the transaction history;
- 1.20 **NZD, NZ\$** means the lawful currency of New Zealand;
- 1.21 **Personal Data** means any information relating to an identified or identifiable natural person (“**data subject**”); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or by one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person;
- 1.22 **PIN** means a unique Personal Identification Number allocated to each Card;
- 1.23 **Programme Manager** means our service provider, Mastercard Prepaid Management Services Limited;
- 1.24 **Purchase Location** means any participating Post Office branch in Ireland from which you purchased the Card, and/or online as applicable. (Please refer to [www.postfx.ie](http://www.postfx.ie) for more information);
- 1.25 **Replacement Card** has the meaning provided to it in clause 3.8;
- 1.26 **Safeguard System** means a system to aid the secure use of your Card over the internet, such as ‘3D Secure’, or any additional system that we may make available from time to time;
- 1.27 **Termination Date** shall be the date of termination of this Agreement, in accordance with clause 10.1;
- 1.28 **Third Party Provider** means a third party payment service provider which is authorised by law or regulation to provide Account Information Services with your permission;
- 1.29 **TRY** means the lawful currency of the Republic of Turkey;
- 1.30 **USD, US\$** means the lawful currency of the United States of America;
- 1.31 **we, us, our** means R. Raphael & Sons plc, Company Registration No. 01288938 with its head office and registered office at 19-21 Shaftesbury Avenue, London W1D

7ED. We are a UK bank, authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority in the United Kingdom under registration number 161302. Raphaels Bank is a registered trading name for R. Raphael & Sons plc;

- 1.32 **Working Day** means Monday to Friday 0900 to 1700 GMT, except for any public bank holidays in England and Wales;
- 1.33 **you, your** means the purchaser of the Card;
- 1.34 **ZAR** means the lawful currency of South Africa.

## 2 The Card

- 2.1 To apply for the Card, you must be at least sixteen (16) years old and resident in Ireland. We may ask to see evidence of who you are and your address to comply with all applicable CDD. We may ask for documentary evidence to prove this and/or we may carry out checks on you electronically.
- 2.2 The Card can be loaded using EUR, converted into any available Currency and the exchange rate will be determined by the Purchase Location. Please check with the Purchase Location or at [www.postfx.ie](http://www.postfx.ie) to find out how you can reload the Card, as we may make additional methods available to reload the Card from time to time. Funds on the Card will be made available to you immediately once they have been loaded onto the Card. Unless otherwise notified to you, the Agreement shall apply to such additional methods. You may only use the Card in accordance with the Agreement.
- 2.3 The Currencies available in respect of the Card may vary from time to time. Before you make a decision to purchase a Card, please check with the Purchase Location or on [www.postfx.ie](http://www.postfx.ie) for details of available Currencies. We may introduce new Currencies from time to time. If we introduce a new Currency, the Agreement shall apply to such new Currency, and unless otherwise notified to you, the Fees and Limits set out in clause 6 shall be deemed amended to apply to such new Currency.
- 2.4 Subject to clause 3.3, you are responsible for determining the amount held in each Currency and for ensuring you have sufficient funds for all transactions. Subject to the terms of the Agreement, you may allocate amounts between the various Currencies via My Account at [www.postfx.ie](http://www.postfx.ie) and/or by such additional methods as we may make available to you from time to time. Your transaction history is available online for you to view via My Account. Alternatively, you can call Card Services to request a copy of your transaction history be emailed to you.
- 2.5 You may request one (1) Additional Card at the time of purchase, which can be used as a backup by you. The Additional Card is linked to the Card Fund and only you can use it. Please review the fees and charges in clause 6 for any applicable charges in this respect.
- 2.6 There is no interest payable to you on the balance and the Card Fund does not amount to a deposit with us.

## 3 Using the Card

- 3.1 The Card can be used worldwide wherever you see the Mastercard Acceptance Mark, excluding at Merchants in the European Union/European Economic Area that do not accept prepaid cards, provided there are sufficient funds available on the Card for the transaction, including any applicable fees. The Card may not operate in some countries or geographical regions, due to restrictions. Please verify the list of countries and regions with restrictions at [www.postfx.ie](http://www.postfx.ie)
- 3.2 Subject to clauses 3.3 and 8.3, the applicable Currency balance (and therefore the total Card Fund) will be debited with the amount of each cash withdrawal or transaction plus any fee, and these debits will reduce the balance of the applicable Currency (and therefore the total Card Fund). Merchants that accept the Card are required to seek authorisation from us for all the transactions that you make. 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 If there are insufficient funds in a particular Currency to pay for a transaction, the balance of the transaction will be automatically processed using other Currencies held on the Card in the following order of priority: EUR, GBP, USD, CAD, AUD, NZD, AED, ZAR, CHF and TRY. If, following use of the available balances of all Currencies, there are still insufficient funds to pay for a transaction, the Card may be declined or the Merchant may allow you to pay the balance by some other means. If we change the Currencies available to you in connection with the Card, then we will notify you of the new order of priority for the purposes of the Agreement directly and/or through [www.postfx.ie](http://www.postfx.ie)
- 3.4 When using the Card at bars and restaurants, and you do not authorise the transaction using chip and PIN or Contactless, 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, you must have sufficient funds to cover the cost of the intended purchase. This will also reduce the risk of a negative balance arising on the

Card. Please be aware that the maximum amount that can be reserved on your Card by the Merchant when purchasing fuel is EUR99 or the currency equivalent. This can differ from Merchant to Merchant and can also be higher so you should check what the maximum amount is before purchasing fuel at an automated fuel pump. If your actual service charge or tip is less than the additional amount added or you spend less than the reserved 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.postfx.ie](http://www.postfx.ie) If the value of the final bill exceeds the relevant available Currency balance on the Card, the remaining amount will be funded by converting that amount into the next available Currency in the order of priority (see clause 8).

- 3.5 The Card cannot be used as an arrangement for periodic billing.
- 3.6 We do not recommend using the Card as 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.
- 3.7 The Card is only for your use and expires on the date on the front of the Card. Upon expiry you will still be able to obtain a refund of the balance in accordance with the Agreement, or you may choose to transfer the remaining funds to a new Card. Please review the fees and charges in clause 6 for any applicable charges in this respect.
- 3.8 If the Card is damaged, lost or stolen, you may contact Card Services whilst overseas or the Purchase Location whilst in Ireland to request a replacement Card ("**Replacement Card**"). Any request for a Replacement Card must be made on or before the Termination Date and the balance of the Card will be transferred to the Replacement Card. A Replacement Card will be free of charge.
- 3.9 A monthly inactivity fee will be applied until the balance of the Card is zero (0), unless you have used the Card for loads, reloads or transactions in the previous fifteen (15) months. The monthly inactivity fee is deducted from the Card Fund. If a foreign exchange conversion takes place, the foreign exchange rate used is the rate determined by Mastercard on the day the fee is applied.
- 3.10 You agree not to use the Card for money transfers (i.e. sending the funds to a third party) or to access money transfer services, or for accessing or purchasing goods from adult or gambling Merchants, or 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. We reserve the right to suspend the Card, terminate the Agreement and exercise any other remedies available to us due to your failure to comply with any part of this provision.
- 3.11 The Card can only be used if it is in credit. In the unlikely event that the Card Fund (or any Currency balance) drops below zero (0), following any transaction authorised by you, the resulting debit balance immediately becomes a debt, payable by you to us, and you agree to reload the Card Fund (or the relevant Currency balance) to bring the balance back to zero (0) or above, within thirty (30) days of request. A shortfall fee will be payable. Please review the fees and charges in clause 6 for any applicable charges in this respect. If the Card Fund (or any Currency balance) does drop below zero (0), you must not make any subsequent transactions. The shortfall fee will usually be charged in EUR unless there are insufficient funds available in EUR, in which case the amount will be funded by converting the outstanding amount into the next available Currency balance on the Card and a foreign exchange rate will be applied (see clause 8). The foreign exchange rate used is the rate determined by Mastercard in effect on the day the shortfall fee is applied. We are entitled to set off any sum of money on a Currency due from you to us against any positive balance on any other Currency should you fail to bring a balance back to zero (0) within thirty (30) days of our request.
- 3.12 You agree that, notwithstanding that the balance of the Card may exceed EUR20 (or Currency equivalent), we will not issue an annual statement of transactions to you.
- 3.13 If you are entitled to a refund for goods or services purchased using the Card, or another credit for any other reason, this will be made to the Card. A foreign exchange rate will be applied if the refund is in a currency which is not available on the Card.
- 3.14 We are entitled 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.
- 3.15 We may refuse to carry out payment instructions in the following circumstances:
  - 3.15.1 if we are concerned about the security of your My Account or your Card;
  - 3.15.2 if we reasonably suspect your My Account is being used in an unauthorised, fraudulent or grossly negligent manner;
  - 3.15.3 if there are insufficient funds on the Card;
  - 3.15.4 if carrying out the transaction would exceed a limit that we have put in place in relation to your Card;
  - 3.15.5 if we reasonably believe that carrying out the transaction could put us in breach of a relevant regulation or law, or expose us to action from a regulator;
  - 3.15.6 if our internal security controls require you to produce additional identification or prevent us carrying out the transaction; or
  - 3.15.7 if the Card is being used for a type of service that we do not allow (for example adult services).

If we do so, we will notify you as soon as reasonably possible by telephone or email, unless we are prohibited from doing so by law.

## 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 the PIN and other security details secret and safe at all times and not disclose them to any third party, other than a Third Party Provider which requires the security details to provide Account Information Services to you.
- 4.3 You must never allow anyone else to use the Card, PIN or other security information.
- 4.4 We will never ask you to reveal any PIN.
- 4.5 You can only change the PIN at any participating ATM in the Republic of Ireland and Europe that has a PIN change facility. If you forget the PIN, you can obtain a PIN reminder via My Account at [www.postfx.ie](http://www.postfx.ie) or by calling Card Services at any time, answering the security questions you supplied on your application and following the prompts.
- 4.6 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 the 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 or Contactless, you will be required to sign for any transactions at Merchants, provided that this is supported by and acceptable to the Merchant.
- 4.7 You must call Card Services without undue delay if the Card is lost or stolen, you believe it could be misused, or if you suspect that someone else may know the PIN or any other security details. We will suspend the Card to prevent further use. If a lost Card is subsequently found, it must not be used unless Card Services confirm it may be used.
- 4.8 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 police in any enquiries.
- 4.9 We may suspend the Card, with or without notice, if we think the Card has been or is likely to be misused, or if we suspect any illegal use of the Card. If we do suspend the Card, we will inform you of our decision by phone, email or both unless such disclosure is prohibited by law or would otherwise compromise fraud prevention or security measures.
- 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:
  - 4.10.1 you did not know the exact amount of the payment when you gave your authority (for example in the case of an authorisation for a hire car or hotel room); and
  - 4.10.2 the amount charged exceeds the amount you reasonably expected to pay, taking into consideration your previous spending pattern, these terms and conditions and the circumstances of the transaction (excluding exchange rate fluctuations); and
  - 4.10.3 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 any means, at least four (4) weeks before the payment due date.

- 4.11 If you want to make a transaction using your Card or Card details, you will need to authorise it by using your Card in a Contactless manner, a PIN number, your signature or other security code, password, biometric data or other personal identifier, or a combination of these. We will then immediately debit your Card Fund. We can't cancel or stop a transaction once you have authorised it.
- 4.12 You must also comply with any additional terms connected with the use of your Card. For example, third party agreements (such as those from the provider of a digital wallet or your mobile phone provider). If you don't comply, we might not authorise the transaction. Any third party agreements you might have (such as those listed above) may also set out security requirements for you to comply with.
- 4.13 If applicable, and you are registered for My Account, you can choose to use a Third Party Provider to provide Account Information Services to you. When we refer to a Third Party Provider we mean a company which is authorised by the Financial Conduct Authority or another European Regulator to provide an Account Information Service. In the UK, the Financial Conduct Authority's register (available at <https://register.fca.org.uk/>) will tell you whether a company is authorised. We take no responsibility for the information provided to you by that Third Party Provider.
- 4.14 In order to allow a Third Party Provider to access My Account directly, you must first contact Card Services to arrange the secure manner in which we will allow that Third Party Provider access. We may refuse to allow a Third Party Provider access in the following circumstances:
  - 4.14.1 if we are concerned about the security of your My Account or your Card;
  - 4.14.2 if we reasonably suspect your My Account is being used in an unauthorised, fraudulent or grossly negligent manner.

If we do so, we will notify you as soon as reasonably possible by phone or email, unless we are prohibited from doing so by law.

We will provide to you all necessary instructions and security verifications which need to be processed before Third Party Provider access is permitted and/or cancelled.

- 4.15 We may refuse to allow a Third Party Provider access to My Account if we are concerned about unauthorised or fraudulent access. Where we deny a Third Party Provider access to My Account, we will tell you by phone or email and explain the reasons for refusing access before we deny access (where possible), or immediately afterwards (unless telling you would compromise reasonably justified reasons or is unlawful).
- 4.16 We will contact you by phone or email if there are suspected or actual fraud or security threats relating to My Account / the Card Fund.

## 5 Liability for unauthorised transactions

- 5.1 We recommend that you check your transaction history and balance regularly. If you notice an error in any Card transaction or 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 of the transaction debit date. We may request that you provide additional written information concerning any such Card transaction on the dispute form, which can be found on [www.postfx.ie](http://www.postfx.ie)
- 5.2 We will refund any unauthorised transaction at the end of the next Working Day, unless we have reason to believe that the transaction was authorised by you, or caused by you breaking any term, you allowed it to happen because of your gross negligence, or we have reasonable grounds to suspect fraudulent activity on your part.
- 5.3 Further to clause 5.2, if we do not make an immediate refund and you still wish to dispute the transaction as unauthorised, 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.
- 5.4 Where the Card is lost or 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 EUR50 (or Currency equivalent), unless you have acted fraudulently or have with intent or gross negligence failed to:
- 5.4.1 use any Card or security details in accordance with these terms and conditions;
- 5.4.2 notify us without delay in accordance with clause 5.1 on becoming aware of the loss, theft, misappropriation or unauthorised use of the Card or security details;
- 5.4.3 take all reasonable steps to keep the Card or security details safe.
- 5.5 If any of the above occurs, you may be liable for the entire loss. The EUR50 maximum liability will usually be charged in EUR (irrespective of any currency conversion), unless there are insufficient funds available in EUR, then the amount will be funded by converting the outstanding amount into the next available Currency balance on the Card and a foreign exchange rate will be applied (see clause 8). The foreign exchange rate used is the rate determined by Mastercard in effect on the day the amount is debited. We won't hold you responsible up to EUR50 where:
- 5.5.1 the loss or theft of the security details was not detectable by you prior to the transaction (unless you have acted fraudulently); or
- 5.5.2 the loss was caused by the acts or omissions of one of our employees, agents or branches, or an entity which carried out activities on behalf of us.
- 5.6 Subject to clauses 5.2, 5.3 and 5.4, 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 and any charges and interest incurred within one (1) Working Day and we will have no further liability to you for any other losses you may suffer. If our investigations conclude that the transaction you have disputed has been authorised by you or on your behalf, or you have acted fraudulently or with gross negligence, we may later deduct the amount refunded from your Card.
- 5.7 When we are responsible for the execution of a transaction and we did not execute it correctly, then you must notify Card Services about the incorrectly executed transaction within thirteen (13) months of the transaction debit date. We will refund the amount debited in respect of the non-executed or defective payment without undue delay and, where applicable, restore the Card Fund to the state in which it would have been had the non-executed or defective transaction not taken place; for example, by refunding any charges as appropriate. We will have no further liability to you.

## 6 Fees and Limits

6.1 Fees and Limits apply to the Card, as set out below. The fees we charge are subject to change from time to time, in accordance with the Agreement. You will be notified of any change in the applicable fees.

Fees and charges	Cost	Explanation
Load/Reload fee	Free for loads into foreign Currency wallets using EUR. 1.25% for loads into the EUR Currency wallet	Fee charged only when you load money into your EUR wallet
Replacement Card fee	Free	Free service to provide you with a new Card if your Card is lost, stolen or damaged
Additional Card fee	Free	No fee charged for getting an Additional Card
Card usage fee	Free	No fee to use at Merchants (e.g. shops and restaurants). Some Merchants may charge their own fee
Currency transfer fee	Free	No fee charged when transferring money between Currency wallets
Foreign exchange fee	5.75%	Fee charged if using your Card for a transaction in a currency not on your Card or if you don't have enough balance in the local Currency and the rest is taken from another Currency wallet
Monthly inactivity fee	EU€2.50 per month	Fee charged after a 15-month period of you not using your Card for transactions or to reload, including after the Agreement has ended. No balance, no fee
Shortfall fee	EU€12.50	Fee charged if a transaction takes your balance below zero (0)
ATM withdrawal fee	EU€2.00 / US\$2.50 GB£1.50 / AU\$3.50 CA\$3.25 / ZAR20.00 TRY5.50 / NZ\$3.50 AED8.00 / CHF3.00	Flat rate fee charged when withdrawing from a cash machine. Some operators may also charge a fee
Cash out fee via Card Services (except in an emergency)	EU€8.00	Fee charged for cashing out your Card via Card Services. Your Card will remain active, unless you choose to close it
Cash out fee at the Purchase Location - from foreign Currency wallets	Free	No fee charged for cashing out your foreign Currency wallets at Post Offices in EUR. Your Card will remain active, unless you choose to close it
Cash out fee at the Purchase Location - from EUR Currency wallet	1.25% (maximum EU€8.00)	Fee charged for cashing out your EUR Currency wallet at Post Offices. Your Card will remain active, unless you choose to close it
Annual Government stamp duty	Up to EU€5.00 per calendar year	The Government of Ireland charges an annual stamp duty on prepaid card accounts. There is a charge of up to EU€5.00 per calendar year when the Card is used for ATM withdrawals in the Republic of Ireland and at Merchants. If the Card is only used for ATM withdrawals in the Republic of Ireland, the charge is EU€0.12 per ATM withdrawal up to a maximum of EU€2.50 per calendar year

Limits - the amounts shown are the EUR equivalents of the limits available on the Card, across all Currencies

Minimum amount you can load or reload	EU€50 or Currency equivalent
Maximum amount you can withdraw from ATMs in 24 hours	EU€750 or Currency equivalent
Maximum amount you can spend at Merchants in 24 hours	EU€2,000 or Currency equivalent
Maximum (re)load amount and maximum amount you can have on your Card at any one time	EU€5,000 or Currency equivalent
Maximum amount you can load in total in a 12-month period	EU€30,000 or Currency equivalent
Maximum number of active accounts you may hold at any one time	1
Card life	see Card for expiry date

- 6.2 You agree to pay and authorise us to debit the Card for the fees set out in this Agreement. If there are insufficient funds within a Currency to pay such fees, or the local currency is not a Currency available on the Card, then we will automatically deduct funds from other Currencies in the following order of priority: EUR, GBP, USD, CAD, AUD, NZD, AED, ZAR, CHF and TRY. Please refer to the Fees and Limits set out in clause 6.1.
- 6.3 From time to time, we may limit the amount you can load on the Card, or the amount 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.
- 6.4 Certain Merchants may charge an additional fee if the Card is used to purchase goods and/or services. The fee is determined and charged by the Merchant and is not retained by us.

## 7 Card Fund

- 7.1 Until the expiry of the Card or termination of the Agreement, you can add additional funds to each Currency through the Purchase Location (who will advise you of the acceptable methods of payment) or through other methods made available from time to time, which are set out at [www.postfx.ie](http://www.postfx.ie) and are subject to certain limits and a fee (please refer to the Fees and Limits set out in clause 6).
- 7.2 You may also be able to make a balance enquiry at some ATMs. There may be a fee payable (to the ATM operator) for balance enquiries.
- 7.3 If an ATM displays a balance for the Card Fund, then this may be displayed in a currency different to the Currencies on the Card, as an ATM may not display a balance for each Currency. An accurate balance for each Currency can be obtained through My Account at [www.postfx.ie](http://www.postfx.ie)
- 7.4 Information sent to us by you over the internet may not be completely secure. The internet and the online systems are not controlled or owned by us or the Programme Manager. Therefore, neither we, nor the Programme Manager, can guarantee that they will function at all times and we, and the Programme Manager, accept no liability for unavailability or interruption, or for the interception or loss of Personal Data or other data.

## 8 Foreign Currency transactions

- 8.1 There are some instances where a foreign exchange rate will apply: i) initial load or reload, where you allocate funds in a foreign Currency; ii) point of sale transactions, where the transaction is in a currency that is not one of the Currencies available on the Card (including any transaction where we deduct funds under clause 3.3 due to insufficient funds); iii) ATM withdrawals, where the local currency is not one of the Currencies available on the Card (including any transaction where we deduct funds under clause 3.3 due to insufficient funds); iv) when an ATM withdrawal fee is charged and the currency of your transaction does not match one of the Currencies on the Card or there are insufficient funds in the relevant Currency to cover the whole transaction; v) where you allocate funds from one Currency to a different Currency; vi) where we allocate funds from one Currency to a different Currency in accordance with the Agreement; vii) where you end the Agreement or request repayment of the balance of the Card under clause 9; and viii) when a shortfall fee, a monthly inactivity fee, or the EUR50 maximum liability (see clause 5.5) is charged and there are insufficient funds available in EUR.

The method for calculating the foreign exchange rate for each scenario is as set out below.

- 8.2 When funds are loaded onto the Card, the payment is made by you in EUR and the Purchase Location converts that amount into the Currency of your choice. You can ask the Purchase Location for the exchange rate beforehand. The transaction history in My Account at [www.postfx.ie](http://www.postfx.ie) will show the foreign exchange rate applied.
- 8.3 If a point of sale transaction or ATM withdrawal is made in a currency which is different to any of the available Currencies on the Card, or exceeds the relevant available Currency balance on the Card, the amount will be funded by converting the transaction amount into the next available Currency balance on the Card in the following order of priority: EUR, GBP, USD, CAD, AUD, NZD, AED, ZAR, CHF and TRY. The foreign exchange rate used is the rate determined by Mastercard to be the wholesale rate in effect on the day the transaction is processed by Mastercard, plus the foreign exchange fee. Please review the fees and charges in clause 6 for any applicable charges in this respect.
- 8.4 If an ATM withdrawal is made in a currency which is different to any of the available Currencies on the Card, or exceeds the relevant available Currency balance on the Card, then the EUR ATM withdrawal fee will be applied and will be converted into the last Currency being used to fund the transaction at a foreign exchange rate determined by Mastercard on the day the transaction is processed.
- 8.5 If you allocate funds from one Currency to another, you will be advised of the foreign exchange rate before you complete the allocation of funds. If we allocate funds from one Currency to another, i.e. in the event you fail to bring a balance back to zero (0), the method for calculating this is described in clause 3.11.
- 8.6 Where you end the Agreement, or request repayment of the Card Fund under clause 9, these funds will usually be converted into EUR. A foreign exchange rate is used for this and varies each day. You will be advised of the foreign exchange rate before you complete the conversion.
- 8.7 Where a shortfall fee or the EUR50 maximum liability (see clause 5.5) is charged and there are insufficient funds in EUR, the amount will be funded by converting the outstanding amount into the next available Currency balance on the Card. The method for calculating this is described in clauses 3.11 and 5.5 respectively.
- 8.8 Where a monthly inactivity fee is charged and there are insufficient funds in EUR, a foreign exchange rate may be applied. The method for calculating this is described in clause 3.9.
- 8.9 Foreign exchange rates can fluctuate and the rate that applies one day will not necessarily be the same on any other day. They may also change between the time a transaction is made at a Merchant and the time it is processed by Mastercard and billed to your Card. Where a Mastercard foreign exchange rate is applied, the rate may vary throughout the day and is not set by us. More details about the exchange rate that Mastercard will apply can be found at: <https://www.mastercard.co.uk/en-gb/consumers/get-support/convert-currency.html>

## 9 Redeeming unspent funds

- 9.1 **Via the Purchase Location:** You may redeem any unspent Card Fund in branch through the Purchase Location. Payment will be in EUR and the exchange rate (if applicable) will be determined by the Purchase Location. Please review the fees and charges in clause 6 for any applicable charges in this respect. Please check with the Purchase Location for more information on the applicable foreign exchange rate.
- 9.2 **Via Card Services:** 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 unspent funds will usually be in EUR. If necessary, a foreign exchange rate determined by Card Services will be applied at the time of redemption and notified to you during the call. You may also redeem the balance of any unspent funds in a Currency other than EUR through Card Services. When redeeming a balance in a Currency other than EUR, your bank or building society may apply their own exchange rate to convert the funds into EUR, unless you have an account in the relevant Currency.
- 9.3 A Cash out fee will be charged for redeeming unspent funds on the Card through Card Services if you redeem unspent funds on the Card and end this Agreement in accordance with clause 10.3. Please review the fees and charges in clause 6 for any applicable charges in this respect.
- 9.4 You can redeem the balance of any unspent Card Fund for a period of six (6) years after the Agreement has ended by contacting Card Services. You will lose your right to redeem any balance on your Card if you make a request more than six (6) years after the Agreement has ended.

## 10 Ending the Agreement

- 10.1 This Agreement starts when you have received confirmation of your Card purchase. This Agreement shall terminate in the event of the expiry of the Card, including any Replacement Card.
- 10.2 Subject to clause 10.4, 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.

- 10.3 You may end this Agreement prior to the Termination Date at any time by writing to or emailing Card Services.
- 10.4 We may ask for the return of the Card, and end this Agreement prior to the Termination Date, with or without notice if:
- 10.4.1 you break any term;
  - 10.4.2 the security of the Card is compromised;
  - 10.4.3 we suspect unauthorised or fraudulent use of the Card.
- 10.5 Upon ending this Agreement in accordance with the terms and conditions, you will no longer be able to use the Card. The ending of this Agreement will not affect your right (if any) to redeem unspent funds in accordance with clause 9.
- 10.6 The provisions of clause 9 shall survive termination of this Agreement.

## **11 Changing the terms**

- 11.1 We have the right to amend the Agreement and will notify you of any such changes by email or in writing. The latest version of the Agreement shall be available on [www.postfx.ie](http://www.postfx.ie)
- 11.2 We will notify you of changes at least two (2) months before the change is implemented. If you are dissatisfied with any change, you can end the Agreement at any time without charge before the end of the two (2) month period, by contacting Card Services. You agree that you will be deemed to have accepted the changes, unless you notify Card Services to the contrary before they come into force.

## **12 Personal Data**

- 12.1 All Personal Data collected by us or our service providers and passed to us in relation to this Agreement will be handled in accordance with our privacy notice (see [www.postfx.ie](http://www.postfx.ie)) and in accordance with all applicable laws and regulations.
- 12.2 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.

## **13 Liability**

- 13.1 We are not responsible for any cause affecting, preventing or hindering the performance by a party of its obligations under this Agreement arising from acts, events, omissions or events beyond its reasonable control, including, without limitation, acts of God, riots, war, acts of terrorism, fire, flood, storm or earthquake and any disaster.
- 13.2 Unless otherwise required by law or as set out in the 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, except where such losses are due to a breach by us of the Agreement or due to our negligence.
- 13.3 We are not responsible for ensuring that ATMs and point of sale terminals will accept the Card, or for the way in which a Merchant processes a transaction. 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).
- 13.4 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.

## **14 Law, jurisdiction and language**

- 14.1 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.
- 14.2 We will communicate with you in English. This Agreement is written and available in English only.

## **15 Transferring our rights**

We may assign any of our rights and obligations under the Agreement to any other person or business, subject to such party continuing the obligations in the Agreement to you.

## 16 Compensation

This Card is an electronic money product regulated by the UK Financial Conduct Authority. Your Card is not covered by the UK Financial Services Compensation Scheme or the Deposit Guarantee scheme in Ireland. No other compensation scheme exists to cover losses claimed in connection with your Card. This means that in the unlikely event we become insolvent your funds may become valueless and unusable and as a result you may lose your money. As a responsible e-money issuer, we ensure that once we have received your funds they are deposited into a secure account.

## 17 Contact details

If you have any queries regarding the Card, please refer to [www.postfx.ie](http://www.postfx.ie) or call 1800 535 564.

## 18 Complaints

- 18.1 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 Data, please contact Card Services.
- 18.2 Card Services can be contacted using the details on [www.postfx.ie](http://www.postfx.ie) or by writing to Card Services, Access House, Cygnet Road, Hampton, Peterborough, PE7 8FJ, United Kingdom.
- 18.3 Any notice sent by either party under the Agreement 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 by post, shall be deemed given three (3) Working Days after the date of posting.
- 18.4 We will try to resolve any problems as quickly as possible and in accordance with the complaints procedure, which can be found on [www.postfx.ie](http://www.postfx.ie) 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, United Kingdom; 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)
- 18.5 You may also use the Online Dispute Resolution service if you are an EU resident and have a complaint about a product or service purchased from us online. The ODR website can be found at <http://ec.europa.eu/consumers/odr/>.

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