World Debit Mastercard Terms and Conditions

This document contains the terms and conditions for the World Debit Mastercard. The terms and conditions applicable to the Debit Mastercard detailed in the Transactions, Savings and Investment Account Terms and Conditions and Electronic Banking Terms and Conditions also apply to the World Debit Mastercard, in addition to the terms and conditions contained in this document. To the extent of any inconsistency between them, the terms and conditions contained in this document prevail.

29 September 2026

CommonwealthBank

What is a World Debit Mastercard?

A World Debit Mastercard is a premium Debit Mastercard that is linked to your CommBank transaction account and debits money from this account to make purchases. It includes a range of extra benefits which are detailed below. The product is available as an upgrade to an existing eligible Debit Mastercard only.

Please refer to the Transactions, Savings and Investment Account Terms and Conditions for the full terms and conditions which apply to your CommBank transaction account.

Where can I use my World Debit Mastercard?

Use your World Debit Mastercard to pay for purchases wherever Debit Mastercard is accepted worldwide (including by mail order, telephone or online).

What are the benefits I get with my World Debit Mastercard?

Subject to fulfilling the predetermined eligibility criteria for this product[1], the following benefits will be available to you with the World Debit Mastercard:

- $0 CommBank fees for international purchases and ATM cash withdrawals – as per the fee table outlined in this document
- Access to Mastercard Travel Pass provided by DragonPass which includes two complimentary lounge visits per calendar year[2]
- Included international travel insurance for you, your spouse and eligible accompanied children for up to 21 days per trip[3]
- Extra cover including price guarantee, purchase security insurance and extended warranty insurance[3]
- Exclusive offers offered through Mastercard priceless specials[4]

[1] Please refer to the Target Market Determination which sets out the eligibility criteria for this product.

[2] Only two complimentary lounge visits every year, per account, each visit can be used by either the cardholder or guest. Guest must always be accompanied by the cardholder and cannot use the access on their own. To gain access to participating airport lounges, you must register your World Debit Mastercard on the Mastercard Travel Pass app or mastercardtravelpass.dragonpass.com, generate a membership QR code and present this along with your boarding pass for validation. Please note, your lounge access may be blocked if your account is closed, in arrears, reported lost or stolen, or has been blocked by us for any reason. To redeem an offer visit the Mastercard Travel Pass app or mastercardtravelpass.dragonpass.com to select your preferred offer and generate an offer QR code. Present the valid offer QR code to the cashier and redeem the offer. Please note, offers vary by location. For information on accessing lounges, offer locations, a full list of Terms and Conditions and Frequently Asked Questions, visit FAQs at Mastercard Travel Pass.

[3] Full terms and conditions are set out in the Debit Mastercard Combined Product Disclosure Statement and Financial Service Guide located here. You must spend at least $500 in a single transaction on prepaid travel costs using your eligible debit card before leaving Australia and activate your travel insurance for each trip in order to have a comprehensive level of cover. If you don't activate, you'll receive personal liability cover and overseas emergency medical assistance and overseas emergency medical and hospital expenses cover only. We are not the insurer in relation to this cover. The insurance is issued and administered by Cover Genius Pty Ltd (AFSL 490058, ABN 43 159 983 598) on behalf of the insurer Allied World Assurance Company Ltd (ABN 54 163 304 907). Restrictions, exclusions (including existing medical conditions and persons aged 80 years or over), limits and excesses may apply to all insurances.

[4] Mastercard priceless specials are a curated selection of deals exclusive to Mastercard cardholders provided by Mastercard. To access priceless specials and view their full Terms of Use visit specials.priceless.com.

What are the fees on my World Debit Mastercard?

Please refer to Transactions, Savings and Investment Account Terms and Conditions for a full list of fees of your existing CommBank transaction account.

The following fees, in addition to the above relate to the World Debit Mastercard.

Fees		How much is it?
Monthly card fee We ordinarily debit this fee each month from your card, in advance for the following month.		$10 per month
Access fee This fee is charged by CommBank when you withdraw or make purchases outside of Australia.	International purchases, that is, purchases made: • Overseas • In Australia (for example online), where the merchant is located overseas or the financial institution is entity processing the transaction is located overseas	$0
	When you take out money at: • ASB Bank ATMs in New Zealand • CommBank ATMs outside Australia	$0
	Any other ATM withdrawal overseas	$0
	Any other cash withdrawals overseas This includes over-the-counter cash withdrawals	$0

Things you should know:

- Third parties (such as third-party ATM owners or merchants) may charge a fee for use of a card. This is not a fee charged by CommBank.
- The access fee may be shown on your statement by another name, such as an international transaction or bank withdrawal fee.
- The access fee for cash withdrawal overseas applies to the purchase of items that we consider equivalent to cash, such as money transfers, traveller's cheques or prepaid cards.
- Monthly fees paid in advance may not be refundable if you switch or close your card before the fee period ends.

Cancelling my World Debit MasterCard

You can cancel your World Debit Mastercard card by calling **13 2221** or by visiting your local Commonwealth Bank branch. Cancellation of your World Debit Mastercard will not impact your existing transaction account and it will continue to remain active.

If you cancel your card, any direct debits and/or recurring payments linked to the card will be stopped. Please also refer to the Electronic Banking Terms and Conditions for further information around Debit Mastercard cancellation.

When we can cancel your World Debit Mastercard

We may cancel the World Debit Mastercard card at any time, including in circumstances where we reasonably believe it has been issued to you in error because you do not satisfy the eligibility criteria for this product, by giving you reasonable notice either verbally or in writing.[5]

We may also cancel your World Debit Mastercard without telling you. When we do so, we will act fairly and reasonably towards you. Such circumstances may include:

- If you haven't activated it within the offer period.
- If you haven't used it for six months.
- If we think your account is being used fraudulently or in a way that might cause you or us to lose money.
- If we believe on reasonable grounds that you may be a person, or acting for a person:
  - with whom we are not permitted to deal with by law or a regulatory authority
  - in breach of laws relating to money laundering or terrorism financing.
- If we reasonably consider it necessary, for example to comply with laws in Australia or overseas or card scheme rules, manage regulatory risk or, for a transaction, if your instructions are not clear.

[5] Notices in writing may be provided to you electronically.

Changes to your terms and conditions

We can change your card features and fees and these terms and conditions for the World Debit Mastercard.

When we may make changes

The circumstances in which we may make changes to account features and fees and these terms and conditions include but are not limited to:

(a) when the cost of providing this product to you changes;

(b) as necessary or desirable to comply with or reflect any law, code of conduct, regulator guidance or requirement, or decision of a court or other dispute resolution process;

(c) to reflect changes in technology or our processes, including computer systems;

(d) to include new product features or services or to ensure that the terms and conditions match our operational processes;

(e) to discontinue or replace this product, and for this purpose we may change your product to a different product with similar features to the discontinued or replaced product;

(f) to consolidate or simplify our terms and conditions and contractual documents;

(g) to add, change or remove any concessions or benefits;

(h) to bring us into line with our competitors, industry or market practice or best practice in Australia or overseas;

(i) to manage risks including credit risk, fraud, operational or regulatory risk; or

(j) to correct errors, omissions, inconsistencies or ambiguities.

Each of the changes in paragraphs (a) to (j) is a separate right and this clause is to be read as if such change was a separately expressed right. Without limiting our right under paragraphs (a) to (j), we may from time to time change any of the terms and conditions of your contract for reasons other than the ones mentioned above (e.g. due to unforeseen events).

How we tell you about changes

Change	Minimum notice period	Notice method
Fees and charges		
Introduce a new fee	30 days	In writing[6]
Increase an existing fee	30 days	In writing[6] or by advertising in the national or local media
Introduce or change a government charge	No later than the day of change	In writing[6] or by advertising in the national or local media
Transaction limits or liabilities		
Introduce, remove or change transaction limits or increase your liability for losses on transactions with a card, PIN, password or other code	30 days	In writing[6]
Other changes	No later than the day of change	In writing[6] or by advertising in the national or local media
Unfavourable changes If we believe a change is unfavourable to you	30 days[7]	In writing[6] or by advertising in the national or local media

[6] Notices in writing may be provided electronically.

[7] We may give you a shorter notice period, or no notice, of an unfavourable change if we believe doing so is necessary for us to avoid, or to reduce, a material increase in our credit risk or our loss.

We want to help resolve any complaints

We try to get things right the first time – but if we don't, we'll do what we can to fix it. You can fix most problems simply by talking to us, so if you need to make a complaint, please call us on **1800 805 605**. We will:

- Keep a record of your complaint.
- Give you a name, reference number and contact details for you to follow up if you want.
- Give our final response within 30 days.

If we can't complete our investigation within 30 days, we'll let you know why and give you the details of the Australian Financial Complaints Authority – a free, independent dispute resolution service that you can contact if you're not happy with how we handled your complaint.

Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001
Phone 1800 931 678 or visit afca.org.au

We're here to help

13 2221 (in Australia) or **+61 13 2221** (from overseas) — 24 hours a day, 7 days a week
For reverse charge calls from overseas, call **+61 9999 3283**

These products are issued by Commonwealth Bank of Australia ABN 48 123 123 124 AFSL 234945