

# EFTPOS Card Terms & Conditions

Effective 2 September 2026



## Important

- Southland Building Society operates under the brand “SBS Bank”. The name of the registered bank is Southland Building Society (referred to as “the Bank”).
- Please read carefully and then keep this document in a safe place.
- These Terms and Conditions (as amended or replaced from time to time) apply in addition to the Bank’s General Terms and Conditions and any additional terms and conditions applying to your account(s). Copies of the specific terms and conditions for your account(s) may be obtained from our web site, from any of our Branches or by ringing our Contact Centre.
- In the event that there is any inconsistency between these Terms and Conditions and any other terms and conditions applying to your account(s) or any service, these Terms and Conditions will prevail to the extent of that inconsistency.
- By using your Card you agree to comply with these Terms and Conditions.
- We are happy to explain anything that is not clear to you.

## 1. Your Card and its Use

- 1.1 You must sign your Card with your usual signature as soon as you receive it. You must not use your Card until you have signed it.
- 1.2 Your Card belongs to the Bank at all times and you agree to return it if asked or if all of your accounts are closed.
- 1.3 Only the person to whom the Card has been issued is authorised to use the Card.

## 2. Your PIN

- 2.1 You will either be issued with your own PIN when you are issued with your Card or if you prefer, you can visit one of our Branches with your Card and relevant identification to select your PIN.
- 2.2 If your PIN is sent to you, you will need to contact our Contact Centre on 0800 727 2265 or visit one of our Branches to activate your Card.
- 2.3 If you wish to change your PIN, simply visit one of our Branches.
- 2.4 You should take care when selecting your PIN, please refer to the General Terms and Conditions for further information.
- 2.5 Your PIN is confidential and must not be disclosed to anyone.
- 2.6 The Bank will never ask you to reveal your PIN. You are required to keep your PIN and security details confidential and must not share them in response to any unsolicited contact.
- 2.7 Your PIN identifies you and allows you access to your account(s). The Bank will not take any further steps to verify that the person using your Card and your PIN is you, so anyone else using your Card and your PIN will be allowed access to your account(s) whether or not you have given your permission.

## 3. Accessing Your Account(s)

- 3.1 When you apply for your Card, you nominate which account(s) you wish to access using your Card.
- 3.2 If you wish to make a change to your nominated account(s) phone the Contact Centre on free phone 0800 727 2265 or visit your nearest Branch.
- 3.3 The Bank may restrict which of your account(s) you can nominate for access.

## 4. Transactions

- 4.1 When you use your Card and PIN to give the Bank an instruction, you authorise the Bank to act on that instruction. Once given, an instruction cannot be revoked. The Bank may decline to act on any instruction where it reasonably considers it appropriate to do so (for example, for security reasons or where there are insufficient funds in your account).
- 4.2 You cannot cancel an instruction once it is given.
- 4.3 Any disputes relating to goods and services purchased using your Card must be resolved with the merchant.
- 4.4 Transfers of funds to or from your account(s) will be debited or credited as per your instructions on the day the instructions are given or as soon as possible thereafter.
- 4.5 You agree not to use your Card beyond your available credit on any nominated account (including any overdraft limit) unless you have made a special arrangement with the Bank.
- 4.6 Unless you are advised otherwise, your maximum daily Transaction limits are:
  - a. EFT Transactions \$15,000.00
  - b. ATM Withdrawal \$3,000.00
- 4.7 subject to any applicable limit imposed by a merchant where you use your Card to purchase goods or services.
- 4.8 The acceptance of an EFT or Off-line Transaction by the Bank is not confirmation that there are enough funds in your account(s) to carry out the Transaction. It is your responsibility to ensure that there are enough funds in your account(s) to meet any transfers, withdrawals or payments you require. Where any transfer, withdrawal or payment overdraws your account, normal overdraft charges will apply.
- 4.9 You should regularly check your account balance and Transaction history. If you notice any transaction that you do not recognize or that appears suspicious, you should contact the Bank as soon as possible.

## 5. Lost or Stolen Cards

- 5.1 You must notify the Bank immediately if:
  - a. you know or suspect your Card is lost or stolen;
  - b. someone else knows your PIN; or
  - c. you discover an unauthorised use of your Card has occurred.

- 52 If you are within New Zealand:
- you should freephone 0800 727 2265; and
  - in the case of a stolen Card, you will also need to advise the Police, and you will be asked to complete a written report.
- 53 If you are outside New Zealand, call us immediately on 64 3 211 0700.

## **6. Liability if your Card is Lost or Stolen**

- 6.1 Once you have notified the Bank:
- that your Card has been lost or stolen;
  - your PIN has been disclosed to or known by someone else;
  - your Card has been used by an unauthorised person; or
  - you suspect that one of these events has occurred, either in New Zealand or overseas,
- you will not be liable for any unauthorised Transactions carried out after that time (unless you have acted fraudulently or negligently).
- 6.2 You will only be liable to pay up to \$50.00 for any unauthorised Transactions that have taken place before you notified the Bank unless you have:
- unreasonably delayed notifying the Bank;
  - selected an unsuitable PIN;
  - disclosed your PIN to anyone else, either deliberately or inadvertently (for example, if you failed to take reasonable steps to prevent disclosure of your PIN when keying in your PIN);
  - failed to reasonably safeguard your Card or failed to retrieve your Card following a Transaction;
  - allowed someone else to use your Card;
  - written your PIN on your card or kept a written or electronic record of your PIN; or
  - acted fraudulently or otherwise contributed to or caused losses from unauthorised Transactions as a result of your actions.
- 6.3 If any of the above apply, you will be liable for all Transactions up until you notified the Bank up to the maximum amount that you yourself could have withdrawn from your account(s) during that time.
- 6.4 You must provide the Bank with any information or assistance reasonably required to investigate the misuse or unauthorised access to your account(s), or any other Transaction under review by us, the Police, or other authorities. We may share the relevant details with other banks, the Police, or other parties involved in card payments to support these investigations.
- 6.5 Except where stated in these Terms and Conditions or permitted by law, the Bank will not be liable to you for any loss or claim that results directly or indirectly from any unauthorised use of your Card or PIN, or from failure of any systems or machinery used in a Transaction. You agree to indemnify the Bank against such losses and claims.

## **7. Card Acceptance and Limitations**

- 7.1 Your Card will be accepted in New Zealand by most Electronic Funds Devices.
- 7.2 Your Card cannot be used overseas.
- 7.3 The Bank will not be liable to you if any Electronic Funds Device, bank or merchant refuses to accept your Card for any reason.

## **8. Replacement/Additional Cards**

- 8.1 The Bank will replace your Card (at your request) if it becomes damaged or faulty.
- 8.2 The Bank may also issue an additional Card to a person nominated by you if you want that person to have access to your account(s).
- 8.3 These Terms and Conditions (as amended or replaced from time to time) will apply to that additional Card as if that additional Card was your own. You will be liable for any breach of these Terms and Conditions (and any breach of the General Terms and Conditions) by any additional cardholder.
- 8.4 You will be liable for all debts incurred on your account by any additional cardholder.
- 8.5 You should ensure that any additional cardholder is familiar with these Terms and Conditions.
- 8.6 The Bank may charge you for any replacement or additional Card it issues.

## **9. Fees/Charges**

- 9.1 You agree to pay all fees and other charges relating to the use of your Card including the fees for any replacement Card in addition to any applicable account and Transaction fees.
- 9.2 The Bank may deduct such fees and other charges from your account(s) in accordance with the "Fees, Costs and Deductions" section of the Bank's General Terms and Conditions, contained within the Account Operating Authority.
- 9.3 The full list of fees and charges which apply to the use of your Card can be found on our website at [sbsbank.co.nz/fees-and-charges](https://sbsbank.co.nz/fees-and-charges).
- 9.4 Fees and charges are subject to change.

## **10. Cancellation of Your Card**

- 10.1 If you no longer wish to use your Card, notify the Bank and destroy the Card.
- 10.2 The Bank may cancel your Card at any time without notice.
- 10.3 If your Card is cancelled or suspended, or your nominated account(s) are closed, you will still be liable for payment of all Transactions made and all fees and charges accrued using your Card, up to the time of cancellation, suspension or closure. In addition, you will also be liable for any fees or other costs associated with recovering amounts owing on your account(s).
- 10.4 These Terms and Conditions will continue to apply until any outstanding amounts debited to an account are paid (whether the amounts are accrued or charged before or after cancellation of your Card or closure of your account).

## **11. Keeping Your Account Safe**

- 11.1 You must take reasonable care to protect your Card and PIN to prevent unauthorised use.
- 11.2 You should:
- keep your Card in your possession or in a safe place at all times;
  - not allow anyone else to use your Card;
  - not disclose your PIN to anyone, including any person claiming to be acting on behalf of the Bank;
  - not write your PIN on your Card or keep a record of it near your Card;
  - take care to prevent others from seeing your PIN when entering it at an Electronic Funds Device;
  - change your PIN immediately if you suspect and/or know someone else knows it; and
  - check your account balance and Transaction history regularly.

- 11.3 If you become aware of any unauthorised or suspicious Transaction, you must notify the Bank as soon as possible.
- 11.4 You may contact the Bank to request a reduction to your daily Transaction limits. Any changes requested are subject to the Bank's approval and may take effect after processing.
- 11.5 Taking these steps may assist in reducing the risk of unauthorised Transactions and limiting any potential loss.

## 12. Changes to these Terms and Conditions

- 12.1 We may change these Terms and Conditions from time to time.
- 12.2 You will be given at least 14 days' notice of any change to these Terms and Conditions either by post to your last known address, telephone call, or notice in your Branch or local newspaper, and/or notice on our website.
- 12.3 We are not obliged to give you advance notice if an immediate change to these Terms and Conditions is deemed necessary for the security of Cards or individual accounts.
- 12.4 You authorise us to give information about you and any of your account(s) to others in order to execute your instructions to us via your Card in accordance with information privacy principle 11 of the Privacy Act 2020. The individuals or groups with whom we may share your information with are listed on our privacy policy under the heading "Who we might share your information with". You can find our privacy policy at: <https://www.sbsbank.co.nz/sbs-privacy> However, you may instruct us not to share your information by giving us written instructions to that effect.

## 13. Definitions

- **"Bank"**, **"we"** or **"us"** means Southland Building Society trading as SBS Bank– a registered bank with a mutual building society structure.
- **"Branch"** means one of the Bank's branches in New Zealand and **"Branches"** has a corresponding meaning.
- **"Card"** means the Bank's EFTPOS card.
- **"Daily Transaction Limit"** means the maximum dollar amount you may transact with your Card in any 24 hour period.
- **"Electronic Funds Device"** means in New Zealand, any automatic teller machine approved by the Bank or point of sale terminal.
- **"EFT"** means the transfer of funds processed using your Card and your PIN at an Electronic Funds Device.
- **"General Terms and Conditions"** means the Bank's general terms and conditions.
- **"Off-line"** means the transfer of funds from your account(s) where an Electronic Funds Device is out of operation.
- **"PIN"** means a confidential 4-digit personal identification number to prevent unauthorised access to and use of your Card.
- **"Police"** means the New Zealand Police.
- **"Terms and Conditions"** means these terms and conditions as amended from time to time. **"Transaction"** means a transaction debited or credited to an account made using your Card at an Electronic Funds Device.
- **"you"** or **"your"** means the account holder, including (as may be applicable) any holder of a joint account, any company, firm, partnership, trust, estate, society (whether incorporated or unincorporated), lodge, club or user of Internet Banking.
- **"24 Hour Period"** means 12am to 12am (one full day) New Zealand time.