

Travel Money Options

“Options for making payments or cash withdrawals when travelling abroad” (Version 15.03.15)

The following describes the alternative methods for making payments or cash withdrawals when abroad and the advantages and disadvantages of each.

Danske Bank options	Advantages	Disadvantages
MasterCard & Visa Credit Cards (see Notes 1 & 2)	<ul style="list-style-type: none"> ➤ Secure - If your card is lost, stolen or ceases to function properly it can be cancelled and replaced. For credit cards on request we will issue you with an Emergency Card or Cash provided you are the Cardholder. You can request an Emergency Card or Cash by contacting us on +44 (0) 28 9004 9201 and select option 1 (24 Hours) to make this request. 	<ul style="list-style-type: none"> ➤ For credit cards you will have to pay a fee of £20 for emergency cash and /or a fee of £20 for an emergency card. The Emergency Cash and / or Emergency Card will be couriered and delivered within 48 hours. <p>(Whether we provide credit depends on your circumstances, and you must be 18 or over. Lending terms and conditions apply.)</p>
	<ul style="list-style-type: none"> ➤ You can ask us to give you an immediate refund of any transactions that you did not authorise. 	<ul style="list-style-type: none"> ➤ If you state that you did not authorise a transaction then we will investigate your claim. You must have complied with the terms and conditions which indicate the steps that you must take to keep your card and PIN safe.
	<ul style="list-style-type: none"> ➤ Convenient – Can be used for making payments and withdrawing cash worldwide where you see the MasterCard or Visa symbol. 	<ul style="list-style-type: none"> ➤ Some merchants may not accept card payments or they may not accept card payments for small amounts.
	<ul style="list-style-type: none"> ➤ Choice - Of paying in sterling or local currency. 	<ul style="list-style-type: none"> ➤ If you make the payment in sterling then the merchant or cash machine operator will carry out the conversion into sterling using its rate of exchange. You should always check the rate of exchange that is being used. In addition the merchant or cash machine operator may charge a handling fee. ➤ If you make the payment in the local currency then you will have to pay a non-sterling transaction fee and (for cash advances) a cash fee. We will convert the local currency into sterling using the Danske Bank Card Exchange Rate (UK) on the date that the transaction is processed by us. Rates fluctuate. For more information on the Danske Bank Card Exchange Rate (UK) see www.danskebank.co.uk/travelmoney

	<ul style="list-style-type: none"> ➤ Recourse – In some situations for unsatisfactory goods and services paid for using your Card you may have additional rights. (See note 1 in relation to rights under s.75 of the Consumer Credit Act 1974 and see note 2 in relation to the chargeback scheme) 	<ul style="list-style-type: none"> ➤ Your legal rights under s.75 of the Consumer Credit Act only apply where the item cost more than £100 and less than £30,000. ➤ If you ask for chargeback then you are not guaranteed to get your money back. (See note 1)
	<ul style="list-style-type: none"> ➤ Only the amount of the local currency that you actually request (whether at a point of sale or at a cash machine) will be converted to sterling and the non-sterling fees will only apply to that amount. Whereas with non-sterling traveller's cheques and foreign cash that you purchased in advance the whole amount will have been converted to sterling and you will have paid commission on the full amount regardless of whether they are used. 	
	<ul style="list-style-type: none"> ➤ On return from abroad there is no conversion back to sterling of unused currency or non-sterling traveller's cheques. 	
Debit Cards (see Note 2)	<ul style="list-style-type: none"> ➤ Secure - If your card is lost, stolen or ceases to function properly it can be cancelled and replaced. You can contact us on +44 (0) 28 9004 9201 and select option 1 to make this request. 	<ul style="list-style-type: none"> ➤ There will be a delay before you can access the money in your account if you request a replacement card while still abroad. A replacement card can take 3 – 7 days; this time may vary depending on where the card is to be posted to.
	<ul style="list-style-type: none"> ➤ You can ask us to give you an immediate refund of any transactions that you did not authorise. 	<ul style="list-style-type: none"> ➤ If you state that you did not authorise a transaction then we will investigate your claim. You must have complied with the terms and conditions which indicate the steps that you must take to keep your card and PIN safe.
	<ul style="list-style-type: none"> ➤ Convenient –Can be used for making payments and withdrawing cash world wide where you see the Maestro or MasterCard symbol. 	<ul style="list-style-type: none"> ➤ Some merchants may not accept card payments or they may not accept card payments for small amounts.
	<ul style="list-style-type: none"> ➤ Choice - Of paying in sterling or local currency. 	<ul style="list-style-type: none"> ➤ If you make the payment in sterling then the merchant or cash machine operator will carry out the conversion into sterling using its rate of exchange. You should always check the rate of exchange that is

		<p>being used. In addition the merchant or cash machine operator may charge a handling fee. You will not have to pay any fees to the Bank as the transaction will be processed as a sterling transaction when it reaches the Bank.</p> <p>➤ If you make the payment in the local currency we will convert the local currency into sterling using the Danske Bank Card Exchange Rate (UK) on the date that the transaction is processed by us. Rates fluctuate. For more information on the Danske Bank card Exchange Rate (UK) see www.danskebank.co.uk/travelmoney In addition you will have to pay the non-sterling transaction fee.</p> <p>In addition to the non-sterling transaction fee you will also have to pay either a non-sterling cash fee (for a cash withdrawal) or a non-sterling purchase fee (for a non-sterling purchase).</p>
	<p>➤ Recourse – In some circumstances you can ask us to “chargeback” a transaction to the merchant. (see note 2)</p>	<p>➤ Chargeback is not guaranteed.</p>
	<p>➤ You only pay the non-sterling transaction fee on the value of each transaction whereas with the purchase of non-sterling traveller’s cheques and foreign cash you purchased in advance you pay commission on the full amount regardless of whether they are used.</p>	
	<p>➤ On return from abroad there is no conversion back to sterling of unused currency or non-sterling traveller’s cheques.</p>	
Foreign Currency	<p>➤ You know before you leave exactly how much foreign cash you have purchased and what it has cost you.</p>	<p>➤ Safety - if you lose your cash or it is stolen it is gone unless you have appropriate insurance cover.</p> <p>➤ The exchange rate that we use when you purchase foreign currency is the Danske Bank Exchange Rate (UK) at the point in time when the purchase is made - this may be better</p>

		or worse than the rate you would get when you carry out the transaction abroad in the local currency. In addition we charge commission of £3.00 when you purchase foreign currency. (Customers with one of the following packages – Freedom, Choice Plus and Prestige are not charged commission)
	➤ There should be no charge for payments using cash in the currency of the country you are visiting. Rates can be found on our web site www.danskebank.co.uk	➤ Unused foreign currency – If you choose to convert it back you may get less (or more) than you originally paid as rates fluctuate.

Refer to www.danskebank.co.uk/travelmoney for more information.

Note:

(1) If you purchase any item of goods or services using your credit card which costs between £100 and £30000 you may have a right of redress under Section 75 of the Consumer Credit Act 1974 against us as well as the supplier in the event of any breach of contract or misrepresentation by the supplier in relation to such goods or services, for example the goods fail to arrive or are not of satisfactory quality or you made the purchase based on incorrect information provided by the supplier. This does not apply to any goods or services purchased by way of a money transfer or cash advance.

(2) Once consent to a Transaction is given, and the Transaction has been authorised, it cannot normally be stopped. However if you dispute a Transaction the Merchant must be able to prove that the Transaction took place. If a Cardholder disputes a Transaction the Cardholder must provide us with full details including the reasons for the dispute. We will investigate the claim. In certain cases it may be possible for us to attempt to chargeback the Transaction under the card scheme rules. Chargeback does not give you any rights or protections and an attempt to chargeback a Transaction is not guaranteed to be successful. It is important that the Cardholder lets us know about the disputed Transaction as soon as possible. We can only attempt a chargeback request within 120 days from the date that the Transaction appeared on the Account. The chargeback provisions of the Card scheme rules do not affect your statutory rights under s.75 of the Consumer Credit Act 1974.