



USING YOUR WESTPAC HANDYCARD

A debit card that provides you with access to your cash via ATM and EFTPOS terminals locally.

April 2024





Your Westpac Handycard

By linking your Westpac Handycard to your Account, you can enjoy the convenience of accessing your own funds anywhere the Westpac Handycard logo is displayed – within Papua New Guinea (PNG). Your first handy card issuance is free, a fee may apply to obtain a replacement card.

Funds can be accessed 24 hours a day at any ATM displaying the Handycard image.

In PNG, you can pay for purchases at any merchant location that accepts the Westpac Handycard. Your Westpac Handycard can also be used at any Westpac branch in PNG.

Note: Handycards used on other banks' terminals may incur a fee.



Total transaction limits

For security reasons, a daily cash withdrawal limit of PGK 2,000 applies*. This is the maximum amount that can be withdrawn in cash at ATMs per day and per card.

*Transaction limits may change from time to time. For the latest limits, please call our Call Centre on (+675) 322 0888.



Checking your statements

You should retain all transaction records issued at ATMs, EFTPOS, branch terminals, and merchants and check them against your account statements. Mini statements can be generated on your Mobile Banking App. If you find any discrepancies, you should contact your branch immediately so that the transaction can be investigated.



PIN security

For your protection, your Westpac Handycard has been issued with a Personal Identification Number (PIN). You need to ensure that the security of your PIN is protected at all times. You should refer to the Deposit Account Terms and Conditions for full details of your responsibility to protect your PIN.



Lost or Stolen Cards

Should you lose your card, find that it is misplaced, suspect it has been stolen, or suspect unauthorised activity on your card, you must immediately contact the Westpac Call Centre team on **(+675) 322 0888**.

Alternatively, you can inform us immediately through **Internet Banking's "Bank Mail"** feature.

Terms and Conditions

Please refer to the Deposit Account Terms and Conditions document available on the website for full details of your liability for unauthorised use of your card and PIN.

For a card replacement, you will be required to visit your nearest branch, where the new card can be issued to you immediately.



Scan QR to download the Westpac Customer Service Fees and Charges brochure.

We're here to help

Our Customer Care team is ready to assist between the hours of 8am-6pm on business days.



322 0888



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www.westpac.com.pg