

# International money services



## Sending money overseas

There are two options to send money overseas.

### 1. Telegraphic transfer<sup>1</sup>

If you need to send money overseas quickly, we can arrange an electronic transfer to an overseas bank account via Telegraphic Transfer powered by Western Union Business Solutions.

#### Benefits of a Telegraphic transfer

- › Send money to over 200 countries and territories in over 130 currencies.
- › A direct and efficient way of payment to the beneficiary's bank account.
- › 2 to 3 business days for the funds to arrive to the destination bank.  
Transfers in some currencies and/or to some countries may take longer.

#### Sending money via Telegraphic Transfer

For us to arrange this transfer you will need to provide us the details of the person you're sending the money to (beneficiary) plus certain other information. For transfers less than \$5,000, you can send a Telegraphic Transfer yourself by accessing the International Transfer tab in Online Banking and following the easy step-by-step instructions.\*

\*Transfer fees apply. See our Fees and Charges brochure for more information.

Visit [qudosbank.com.au/Products/InternationalMoney/SendOverseas](https://qudosbank.com.au/Products/InternationalMoney/SendOverseas) for more information.

### 2. International Bank Drafts<sup>1</sup>

An alternative way to send money overseas is by foreign currency international draft. This is especially useful if you don't have the beneficiary's bank account details or you would like to include the payment with a card or letter.

#### How do International Bank Drafts work?

A draft is like a bank cheque made out in a foreign currency. It's another way for you to make payments and settle a transaction overseas if you don't have the electronic bank account details. Drafts can be sent overseas via the mail and are available in a wide range of currencies.

#### Benefits of Drafts

- › Access to over 25 currencies.
- › They can be enclosed with letters or invoices and forwarded direct to the payee.
- › A draft can be an economical method of sending funds to a specific company or person overseas.
- › A draft provides security of payment as it is a non-negotiable instrument and can only be credited to the payee's bank account unless the payee has endorsed the draft.

### How to apply for a Draft

Send us a secure email from Online Banking or fill in the application form provided on our website and drop it into your nearest Qudos Bank branch.

For us to arrange the draft you will need to provide us the details of the person you're sending the money to (beneficiary).

- > Person's full name.
- > Person's full street address.
- > Any special instructions for the transfer.
- > Currency and amount.

## Receiving money from overseas

There are two options to receive money from overseas.

### 1. Receiving a Telegraphic transfer<sup>1</sup>

Receive an inwards Telegraphic transfer straight to your Qudos Bank account. Senders can make the transfer in their local currency and you will receive it in Australian dollars without a beneficiary deduct fee.\* You can usually expect funds to reach Qudos Bank within two business days.\*\*

\*Payments in some instances, may be sent via a network of correspondent banks, which levy a small handling charge on your payment. Any such fees, and payment delays, are out of our control. Western Union Business Solutions makes money on foreign exchange.

\*\*Some currencies may take longer than others, there is no delivery period guarantee.

Please complete the online form on our website [qudosbank.com.au](http://qudosbank.com.au) or contact the FX Team via email [tt@qudosbank.com.au](mailto:tt@qudosbank.com.au) to obtain the correct bank account details, to provide to the sender.

### 2. Foreign Cheque conversion<sup>1</sup>

If you have received foreign money in the form of a cheque or overseas bank draft, we can accept foreign currency cheques for conversion to Australian Dollars.

To request a foreign cheque conversion please visit your local branch or call us for more information.

## Foreign Cards

### Cash Passport™ Platinum Mastercard<sup>®2</sup>

Load up to 11 currencies and use it at millions of locations worldwide everywhere Mastercard is accepted. Load, spend and top up your card on the go, so you're always in control.

### Benefits of the Cash Passport™ Platinum Mastercard<sup>®</sup>

- > Lock and load up to 11 currencies - Lock in exchange rates and know exactly how much you have to spend.<sup>3</sup>
- > Accepted at millions of locations worldwide.<sup>4</sup>
- > 24/7 global assistance.
- > Emergency cash access.<sup>5</sup>
- > Free global Wi-Fi - Stay connected at a million Boingo hotspots.<sup>6</sup>
- > Track, spend, reload or spend money between currencies online, anywhere, anytime.

### Order Today!




You only need one form of valid photo ID, a completed application form and the cash you wish to load onto the card. Simply visit your local Qudos Bank branch and we'll do the rest.

## More information

The information in this brochure is of a general nature and is not intended to be a substitute for personal advice. This brochure has been produced without taking into consideration your personal financial circumstances, objectives or needs. You should consider the appropriateness of the information to your financial situation and seek personal advice before acting on any information within this brochure.

1. Qudos Bank has entered into contractual arrangements with Western Union Business Solutions (Australia) Pty Limited (ACN 150 129 749; AFSL 404092) ("WUBS") whereby WUBS assists in fulfilling certain foreign exchange and payment services offered by Qudos Bank to its customers (including telegraphic transfers and foreign cheque conversions). Under these arrangements, WUBS also offers Drafts directly to customers. WUBS is part of an operating division of the Western Union Company. Qudos Bank has a revenue share arrangement with WUBS, equal to 50% of the foreign exchange margin revenue and fee revenue (where applicable) for the relevant foreign exchange service. Fees, charges, terms and conditions apply. It is important for you to consider the relevant terms and conditions, the Product Disclosure Statement (for International Bank Drafts) and Qudos Bank's Financial Services Guide and Fees & Charges brochure before you decide whether or not this financial product is right for you. These documents are available at [qudosbank.com.au/Support/TheFinePrint](https://www.qudosbank.com.au/Support/TheFinePrint) and (for the Drafts PDS) at <https://www.qudosbank.com.au/Products/InternationalMoney/SendOverseas> in Important Information.
1. Mastercard Prepaid Management Services Australia Pty Ltd (ABN 47 145 452 044, AFSL 386 837) arranges for the issue of the Multi-currency Cash Passport™ and Cash Passport™ Platinum ("Cash Passport") in conjunction with the issuer, Heritage Bank Limited (ABN 32 087 652 024, AFSL 240 984). You should consider the Product Disclosure Statement for the relevant Cash Passport available at [www.cashpassport.com.au](http://www.cashpassport.com.au) before deciding to acquire the product. MasterCard® and the MasterCard Brand Mark are registered trademarks of MasterCard International Incorporated. Qudos Bank receives a commission for arranging Cash Passports which is the greater of \$15 or 1% of the amount loaded and 1% for reloads. See our FSG for more information. Our FSG is available at [qudosbank.com.au/Support/TheFinePrint](https://www.qudosbank.com.au/Support/TheFinePrint).
1. Before you make a decision to acquire the card, please check [www.cashpassport.com.au](http://www.cashpassport.com.au) for the latest currencies supported. Lock-in your exchange rates means the exchange rate is locked in for the initial load only. The exchange rates for subsequent reloads will be set at the prevailing exchange rate at the time of the transaction.
1. Subject to any surcharge that may be imposed directly by merchants. Cash Passport is unable to be used for purchases related to gambling or adult entertainment. Currently Cash Passport cannot be used in the following countries and geographical regions due to sanctions that are currently in place: Crimea, Iran, North Korea, Sudan and Syria. If you attempt to use your card at merchants in any of these countries and geographical regions, your request will be declined. In addition, the ATMs and POS terminals are not owned or operated by the Issuer or MasterCard Prepaid Management Services Australia Pty Limited and the Issuer or MasterCard Prepaid Management Services Australia Pty Limited are not responsible for ensuring that merchants will accept the Card. For example, the Issuer and MasterCard Prepaid Management Services Australia Pty Limited cannot control when an ATM or POS terminal is due for maintenance or is faulty or if a merchant chooses not to accept the Card. In such cases, your Card may not function properly or be declined. For more information please see the Product Disclosure Statement at [www.cashpassport.com.au](http://www.cashpassport.com.au).
2. T&Cs apply. Customer must contact Customer service to report lost or stolen card. Emergency cash can be arranged up to the balance on your Cash Passport, subject to availability of funds at the approved agent location.
1. T&Cs apply. Wi-Fi is provided by Boingo hotspots. Visit [cashpassport.com.au](http://cashpassport.com.au) and [mastercard.boingo.com](http://mastercard.boingo.com) for more information.

For more information contact us:

-  Call us on 1300 747 747
-  Visit [qudosbank.com.au](http://qudosbank.com.au)
-  Drop into your nearest branch

**1300 747 747 | [qudosbank.com.au](http://qudosbank.com.au)**