

## Details of Change from Great Wall International Dual Currency EMV Debit Card to Great Wall International Dual Currency EMV UnionPay Debit Card (effective as at 15 November 2025)

Dear Customers,

### Details of Change to Great Wall International Dual Currency EMV Debit Card from a Dual Network to Single Network Payment System with removal of EFTPOS services

From the Effective Date 15 November 2025, Bank of China (Australia) Limited existing Debit Card product, Great Wall International Dual Currency EMV Debit Card (**GWIDebit Card**) will be changed to the single payment network with removal of EFTPOS service. The card name will now be “Great Wall International Dual Currency EMV UnionPay Debit Card” (**New GWIDebit Card**).

An updated version of *Account Access Methods Terms and Conditions* reflecting these changes will take effect from 15 November 2025 for all customers. This is available in the Attachment 1 to the notice or from our retail branches in Australia.

### Details of the Changes

	before Effective Date	after Effective Date
<b>EFTPOS Payment System</b>	Transactions were processed through the UnionPay or EFTPOS Payment System  Two payment networks increased card acceptance	Transactions will process through the UnionPay Payment System and no longer through EFTPOS  If UnionPay is not accepted by a merchant or ATM, the transaction will decline
<p>Prior to the Effective Date the GWIDebit Card had access to two payment systems. Where one system was not available, the terminal would use the second system.</p> <p>After the Effective Date only the UnionPay system can be accessed. While the UnionPay network is extensively accepted through Australia it is not as broadly accepted as the EFTPOS system. Least cost routing is not available for a single network card. Higher merchant surcharges may apply.</p>		
<b>Card Acceptance</b>	Accepted where UnionPay and/or EFTPOS logos are displayed	Accepted only where the UnionPay logo is displayed
<p>UnionPay is the most accepted card in Mainland China and is increasing in acceptance in Australia. In Australia a small number of merchants, service providers or ATMs may not accept the New GWI Card. Check with merchants or service providers before purchasing and look for the UnionPay logo.</p>		
<b>Merchant Point of</b>	✓ Purchases	✓ Purchases

<b>Sale Transactions</b>	<ul style="list-style-type: none"> <li>✓ Refunds</li> <li>✓ Cash Out</li> <li>✓ Contactless transactions</li> </ul> Insert Card transactions: <ul style="list-style-type: none"> <li>✓ select savings account</li> <li>✓ select cheque account</li> <li>✓ select credit account</li> </ul>	<ul style="list-style-type: none"> <li>✓ Refunds</li> <li>✗ Cash Out</li> <li>✓ Contactless transactions</li> </ul> Insert Card transactions: <ul style="list-style-type: none"> <li>✗ select savings account</li> <li>✗ select cheque account</li> <li>✓ select credit account</li> </ul>
Cash Out at Merchant Terminals is an EFTPOS service and is not available through the single network UnionPay service. If you insert your card for a transaction you need to select the Credit Account option to complete.		
<b>ATM Transactions</b>	<ul style="list-style-type: none"> <li>✓ Balance Enquiries</li> <li>✓ Withdrawals</li> <li>✓ Deposits</li> <li>✓ PIN Change</li> <li>✓ Balance Transfer between Savings and Cheque Account</li> </ul>	<ul style="list-style-type: none"> <li>✓ Balance Enquiries</li> <li>✓ Withdrawals</li> <li>✗ Deposits</li> <li>✗ PIN Change</li> <li>✗ Balance Transfer between Savings and Cheque Account</li> </ul>
ATM Deposits, PIN changes and Balance Transfers are EFTPOS functions and are not available on the new single network GWI Debit Card		
<b>Recurring Transactions</b>	Payments can be set up to recur at intervals for subscriptions, memberships and services	Recurring payments not available
Recurring payments are not available through the UnionPay payment system. If you have recurring payments set up on your GWI Card these will no longer be processed.		
<b>Merchant surcharges fees</b>	Merchants generally apply surcharge fees for UnionPay or EFTPOS services. EFTPOS service fees may be lower	Merchants will generally apply surcharge fees for UnionPay services, which may be higher than EFTPOS charges
Merchant fees are applied by individual merchants or ATM providers. These fees are not charged by Bank of China but should be disclosed to you by the merchant or at the ATM.		

From 15 November 2025, The GWI Debit Card is no longer suitable for customers who:

A. want a dual payment network card;

- B. want access to EFTPOS payment services, including the ability to obtain cash out at merchants (which is only supported by EFTPOS);
- C. want a card with the highest level of acceptance across Australia or internationally (with the exception of Mainland China where UnionPay card is the most widely accepted card).  
Note: The UnionPay payment system has broad acceptance in Australia and in other countries. However:
  - merchants not displaying the UnionPay logo do not generally accept UnionPay cards; and
  - some ATMs (including some smaller Australian bank ATMs and non-bank ATMs) may not accept UnionPay.
- D. wish to access merchants or ATMs that do not display the UnionPay logo using a Debit Card. (for detailed information about the GWI Debit Card acceptance refer to the UnionPay website: [unionpayintl.com](http://unionpayintl.com));
- E. want a card that can support ATM deposits, ATM PIN changes and ATM balance transfers because these functions rely on EFTPOS; or
- F. want a card that can support Recurring Payments (which also rely on EFTPOS).

The changes to the GWI Debit Card will not affect your Transactional and At Call Account (**Linked Account**). You can still conduct transactions using the Linked Account via Bank of China Mobile App or Online Banking.

### Card Replacement

From 15 November 2025, Bank of China (Australia) will issue New GWI Debit Cards progressively to the registered address of existing Active GWI Debit Card holders in Australia. To activate the New GWI Debit Card insert the Card and complete a POS or ATM Transaction using your existing PIN. Once activated, your existing GWI Debit Card will be automatically cancelled. Active GWI Debit Card holders refers to customers who have used their card at least once in the last 12 months and whose card Expiry date is on or after October 2025.

For customers who are not Active GWI Debit Card holders, Bank of China (Australia) will issue New GWI Debit Cards only on request. If you wish to have a New GWI Debit Card, please contact us using the contact details below.

### Next Steps

**For existing cardholders, you can still use your current GWI Debit Card at merchants or ATMs accepting UnionPay payment service until your card expires.** However, Contactless Payments might not be accepted at some merchants who accept both EFTPOS and UnionPay payment service. In this case insert the Card and select Credit Account for payment.

What you need to do:

For GWI Debit Card holders:	Next steps
• who receive a New GWI Debit	Activate your New GWI Debit Card by making a

<b>Card in Australia</b>	POS or ATM Transaction after inserting the card and entering your existing PIN. Once activated, your old GWI Debit Card will be automatically cancelled
<ul style="list-style-type: none"> <li>• <b>using an existing GWI Debit Card to make recurring payments</b></li> </ul>	Make alternative arrangements with the relevant merchant or supplier before 15 November 2025. You can check your account statements or contact us to find out if your GWI Debit Card has any recent recurring payments
<ul style="list-style-type: none"> <li>• <b>with an expired GWI Debit Card</b></li> </ul>	Apply for a New GWI Debit Card or Mastercard Debit Card by visiting a Bank of China retail branch in Australia or contacting our customer service hotline
<ul style="list-style-type: none"> <li>• <b>not currently in Australia</b></li> </ul>	You can still use your existing GWI Debit Card to access merchants or ATMs accepting UnionPay payment service where the UnionPay logo is displayed. You can then apply for a New GWI Debit Card or Mastercard Debit Card after returning to Australia
<ul style="list-style-type: none"> <li>• <b>who find the New GWI Debit Card does not suit their needs</b></li> </ul>	Consider if a Mastercard Debit Card is more suitable for your needs. Visit any Bank of China retail branch in Australia for more information. If you decide not to activate your New GWI Debit Card, ensure you destroy the card by cutting through the magnetic strip and chip
<ul style="list-style-type: none"> <li>• <b>who require EFTPOS payment services</b></li> </ul>	More suitable card products may be available from other banks or financial institutions in Australia. You can retain your Bank of China transaction account and cancel your Debit Card. You can continue using Mobile Banking and Internet Banking payment services for your Account. Visit any Bank of China retail branch in Australia for information and assistance

Please contact us on 1800 095 566 (if calling within Australia) or +61 3 9670 6200 (if calling from overseas) if you have any questions or if you require further assistance.

Bank of China (Australia) Limited

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