

Dear Sir,

This submission examines two products offered to me by the [REDACTED] when I went to Europe in 2017. The products were a [REDACTED] Credit Card and a [REDACTED] Travel Money Card.

Upon returning home and receiving my statement I noticed the different exchange rate used on these products for a same day transaction. Because there was no detail on my statement of the exchange rate used I worked it out.

MONEY CARD

CREDIT CARD

DATE OF

TRANSACTION : 26.9.2017: BELGIUM

26.9.2017: BELGIUM

EURO COST : 2,040:00

1,000:00

CONVERTED TO

\$A ON MY A/C : \$3,243

\$1,498

E RATE = 2,040

1,000

3,243

1,498

= 0.6290

0.6675

RECIPROCAL

RECIPROCAL

1  
0.6290

1  
0.6675

= 1.5898

= 1.4981

E = 1.5898 \$A

= 1.4981 \$A

Not knowing the spread the Bank used to buy/sell the Euro on 26.9.2017 I used the official R. B. A. rate on the day to high-light the excessive cost of my Money Travel card transaction  
From R. B. A. 26.9.2017

$$1 \$A = .6704 \text{ E}$$

If we use the official rate of  $1 \$A = .6704 \text{ E}$  and compare it to the Money Card rate of  $1 \$A = .6290$  and convert to  $\$A$ .

$$\begin{array}{r} \text{Money CARD} \\ \hline 1 \\ \cdot 6290 \\ \hline \text{E} = 1.5898 \$A \end{array}$$

$$\begin{array}{r} \text{OFFICIAL RATE} \\ \hline 1 \\ \cdot 6704 \\ \hline \text{E} = 1.4916 \$A \end{array}$$

A buy rate of 0.0982

If I converted  $\$A - \text{E}$  and when I returned to Australia and converted the surplus  $\text{E}$  back to  $\$A$ , a loss of Capital close to 20 c in the dollar.  
The trip could have been undertaken using a Credit Card. This card used an exchange rate close to the official rate and incurred a 3% Transaction Fee.

While the 3% Transaction Fee  
is high it is much cheaper than  
the Money Travel Card.

I hope these examples  
help in your enquiry to reduce the  
cost of going overseas.

Yours Sincerely,

