



AUSTRALIAN COMPETITION  
& CONSUMER COMMISSION

# Disclosure of international transaction fees

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Do you process payments outside of Australia? This is a quick guide to what you need to disclose to your customers.

## What we found

In the [foreign currency conversion services inquiry](#) (the inquiry), we found that consumers and small businesses are sometimes charged unexpected fees when shopping online. This arises when the consumer expects the transaction to take place within Australia, but the merchant processes the transaction overseas.

A consumer may reasonably expect that the transaction will take place in Australia because, for example, the merchant has:

- published a price on a website in AUD
- a website with a '.com.au' domain name
- a physical presence in Australia.

In these circumstances, a consumer is likely to have no basis to suspect the transaction will be processed overseas. However, the consumer's card issuer will consider the transaction to be an international transaction if the merchant's payment facility is located overseas. Unless disclosed by the merchant, the consumer is unlikely to be aware that they will incur an international transaction fee until the payment is processed and charged to them.

## Best practice guidance

To address findings made in the inquiry, we issued best practice guidance to assist businesses to improve how prices and fees are presented to consumers.

If you process payments outside of Australia, you should alert your customers before entering into a transaction with them if they are likely to be charged international transaction fees.

This could be as simple as including a prominent statement during an online order process (but prior to taking payment), informing your customers of the country in which payments will be processed, and directing consumers to contact their financial institution to check whether international transaction fees will apply to their purchase.

## Does this apply to me?

This may apply to your business if your website is an Australian '.com.au' URL and advertises prices in AUD, but you process payments overseas. You should consider how to implement the best practice guidance in your business.

## What if I don't comply?

The ACCC will:

- monitor take-up of our recommendations and assess whether further response is needed, either by the ACCC or government, and
- where appropriate, take enforcement action against businesses who mislead consumers about the level of fees, including international transaction fees, for FX services.

## Contact us

We have put industry on notice in relation to the disclosure of international transaction fees and will continue to monitor take-up of the recommendations in our guidance.

If you have concerns with the way a business is presenting prices and fees for transactions processed overseas to consumers, you can [report these issues online](#).

## More information

For more information on the study, including to read the final report, you can visit [our website](#).