

Hayley.parkes@accc.gov.au.

15 July 2013

Dear Ms Parkes

In response to the request from Marie Dalins to provide support for the joint MasterCard and Visa application for authorisation of the PIN@POS mandate process currently under review by the ACCC the Bendigo and Adelaide Bank advise the following:

The Bendigo and Adelaide Bank (the 'Bank') advise that it supports MasterCard and Visa in their wish to deliver the 'PIN@POS' mandate to Australian during 2014 as a single, joint program.

We do not believe our customers will be adversely affected if Visa and MasterCard deliver the program jointly – in fact we believe if the program is delivered separately it will cause great confusion for our customers, both cardholders and merchants.

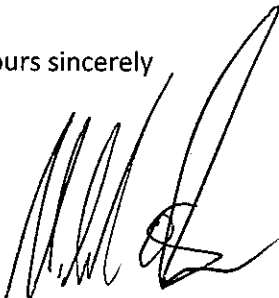
The Bank fully agree that the use of a PIN is a more secure method of authorising card transactions than signature, and we do not believe that mandating PIN@POS will decrease competition between Visa, MasterCard and eftpos.

However, we do believe the Bank and it's customers will be adversely affected if, after an interim authorisation (promotion of voluntary use of PINs) is granted, changes are made to the delivery dates of the mandate.

In summary, the Bank supports the ACCC 'interim' authorisation only if the full authorisation (coordination of mandate for PIN@POS usage) refers to finalised delivery dates for both Visa and MasterCard.

If you have any queries please do not hesitate to contact Helen Barton -
helen.barton@bendigoadelaide.com.au

Yours sincerely



Michael O'Shea
Head of Access and Payment Systems