

Dear Member // As part of the banking industry's response to COVID-19, it's been agreed to make a temporary change to the dollar limit for contactless payment (like PayWave).

What you need to know.

When you use your SBS Debit Mastercard to make a purchase, you'll soon only be required to enter your PIN when the transaction amount exceeds \$200 – the current limit is \$80.

The level is being increased across the banking sector to reduce the need for shoppers to touch PIN pads, a frequently touched surface. Although retailers are regularly cleaning their terminals, avoiding contact by making payments using contactless cards helps reduce the risk.

What do you have to do?

Just follow the instructions on the PIN pad.

- For payments under \$200, you will be prompted to tap your card and no PIN will be required.
- For payments over \$200, the terminal will ask you to enter your PIN.

If the new limit isn't available at a retailer, you'll still be prompted to enter your PIN for purchases over \$80.

This change will be available at an increasing number of retailers over the coming days and weeks and will be reviewed alongside the need to continue to control COVID-19.

What about security?

It's vital you continue to keep your card safe at all times to protect against theft and check your account often. We will continue to monitor your account through their predictive fraud systems and alert you to any unusual activity.

If you lose your card or have any concerns about unauthorised transactions on your account, please contact us immediately.

We're here for you.

We know things might be tough for you at the moment but don't forget we're here to help you with any financial concerns you might have. Remember you can call us if you need to – our Contact Centre team will be taking well-deserved break and we will be closed on Good Friday and Easter Monday. At the weekend, the contact centre will be manned to our normal staffing levels and open from 10am to 4pm.

Take care and keep safe.

Your SBS Bank Team