

NOTICE OF CHANGE

IMPORTANT INFORMATION REGARDING MASTERCARD COMPENSATION CARD (FLIGHT DISRUPTIONS)

The below changes to the matters as described in the Terms and Conditions for the Mastercard Compensation Card (Flight Disruptions) will become effective on 9 November 2023.

1. Under the heading 'Mastercard Compensation Card Terms and Conditions', amend the last sentence of clause 4 to: "We are not liable in any way when authorisation is declined for any particular transaction except to the extent that the liability is caused by our fraud, negligence or wilful misconduct (including that of our officers, employees, contractors or agents) (for example where the authorisation has been declined because of an act or omission on our part)."
2. Under the heading 'Mastercard Compensation Card Terms and Conditions', amend the first sentence of clause 12 to: "You are liable for all transactions on the Card, except where there has been fraud, wilful misconduct or negligence by us."
3. Under the heading 'Mastercard Compensation Card Terms and Conditions', amend the first sentence of clause 20 to: "We reserve the right to change these Conditions of Use at any time for one or more of the following reasons:
 - to comply with any change or anticipated change in any relevant law, code of practice, guidance or general banking practice;
 - to reflect any decision of a court, ombudsman or regulator;
 - to reflect a change in our systems or procedures, including for security reasons;
 - to respond to changes in the cost of providing the Card;
 - discontinue a product in which case we may change the terms of the product to reflect a different product with similar features to the discontinued product; or
 - to make these Terms and Conditions clearer or to add features

But will only do so in order to protect our legitimate business interests, and only to the extent reasonably required to do this."

4. Under the heading 'Mastercard Compensation Card Terms and Conditions', amend the second sentence of clause 20 to: "Except where we are required by a law or Code to do so, or the change is adverse to you, you will not receive advance personal notice of such changes. If the change is adverse to you, we will notify you at least 30 days before the date of the effective change. Changes will be notified via <https://flightdisruptions.com/cashless-payment-cards/> or by using another method that the law or relevant Code allows or requires us to use. The current version of these terms and conditions will be available at <https://flightdisruptions.com/cashless-payment-cards/>.