



QANTAS CASH

QANTAS CASH PROGRAM CLOSURE

Qantas Cash has been discontinued in New Zealand effective 1 October 2020. Below is a list of frequently asked questions relating to this change.

1. Why did Qantas Cash make this change?

Qantas decided that it will no longer offer Qantas Cash to the New Zealand market after an assessment of current product offerings. Members were notified of this change via email.

2. I still have funds on my card. Can I continue to use it?

No. 30 September 2020 was the final day for using your card at merchants or withdrawing funds from an ATM. If you still have an available balance on your card, you will need to complete the manual cash out form on the qantascash.co.nz website.

3. How can I access any funds still on my card after the closure date?

You can complete a manual cash out form that will be available via the website after the program closure on 30 September 2020 and follow the instructions to submit the form for funds to be unloaded to a nominated New Zealand Bank Account.

4. Is the balance on my card still safe and secure?

Your funds will continue to be held securely as required by law.

5. What if I have a zero balance on my card?

If you have a zero balance on your card, there is nothing that you are required to do. Your card is still your Qantas Frequent Flyer card which is still valid until the expiry date.

6. How can I check the balance and transaction records?

You can call the Mastercard® Qantas Cash Global Support on 0800 101 500 or +61 1300 825 302 outside New Zealand (call charges may apply).

7. Can I request a replacement card if my card has expired?

No. Qantas will not replace expired cards. If there is an available balance on the expired card, you should contact the Mastercard® Qantas Cash Global Support on 0800 101 500 or +61 1300 825 302 outside New Zealand (call charges may apply) and request a cash out.

8. Where can I go if I have a question?

You can call our Mastercard® Qantas Cash Global Support on 0800 101 500 or +61 1300 825 302 outside New Zealand (call charges may apply) and follow the automated prompts.