

[REDACTED]

From:

Sent:

[REDACTED]
Tuesday, 2 October 2018 7:12 PM

To:

Foreign Exchange and Remittance

Subject:

[REDACTED] travel card

If you load a currency into a travel card from [REDACTED] you are charged a currency conversion fee. If you have set the currency at US dollars and then have money left in the travel card after your holiday and you want to change the US dollars to another currency like euros [REDACTED] charges you to change the US dollars to Australian dollars and then charges you to change Australian dollars to euros. I complained to [REDACTED] that this was double dipping. The response was this is what we do as per the very confusing PDF supplied by the bank. This charge is around the 10% range. Disgruntled [REDACTED] customer.