

FW: China Union

From: Travis Costin [REDACTED]
To: Paul Rushton [REDACTED]
Date: Fri, 18 Nov 2016 16:39:52 +1100

Hi Paul

NAB are out as well for CUP holders, only VISA and Mastercard and only up to 10,000 per day

Travis

Travis Costin
Treasury & Finance Manager
Crown Resorts Limited



Crown Towers, 8 Whiteman Street, Southbank, Victoria 3006

[REDACTED]
w: crownresorts.com.au

From: Shannon L Softley [REDACTED]
Sent: Friday, November 18, 2016 4:38 PM
To: Travis Costin
Cc: Kevin Harkness
Subject: RE: China Union

Hi Travis,

I have received all the information from our branch network team. As per our policy, a cash advance may be obtained from any NAB Branch for non-NAB Visa/MasterCard customers with a transaction limit of \$10,000 per card, per day. However, China Union Pay rules state that UnionPay cards cannot be used for over the counter transfer and cash withdrawal while abroad. UnionPay cardholders can also withdrawal cash from approved ATMs up to ¥ 10,000 equivalent RMB in the relevant foreign currency per day. See this link for further details - http://en.unionpay.com/globalization/all_globzllization/enoceania/en_australia_a/file_3110407.html.

I hope this helps. If there is anything further we can assist with please let me know.

Thanks,
Shannon

Shannon Softley
Associate Director, Transactional Solutions GIB
Deposit & Transaction Services | National Australia Bank Limited

[REDACTED]

Please consider the environment before printing this email

From: Shannon L Softley
Sent: Thursday, 17 November 2016 10:08 AM
To: Travis Costin
Cc: Kevin Harkness
Subject: Re: China Union

Hi Travis,

Just letting you know that I've followed up again with our branch operations team as I haven't had a reply.

Thanks,
Shannon

Shannon Softley
Associate Director, Transaction Solutions Institutional

National Australia Bank

[REDACTED]

On 15 Nov 2016, at 4:06 PM, Shannon L Softley <[REDACTED]> wrote:

Thanks Travis. Will come back to you on this also.

From: Travis Costin [<mailto:travis.costin@crownresorts.com.au>]
Sent: Tuesday, 15 November 2016 6:03 p.m.
To: Shannon L Softley
Cc: Kevin Harkness
Subject: RE: China Union

Thanks Shannon

If you could also ask them whether they would do cash advances on a non NAB credit card (for example a HSBC amex) whether they would issue cash or a bank cheque off the credit card?

Travis Costin
Treasury & Finance Manager
Crown Resorts Limited

<image003.png>Crown Towers, 8 Whiteman Street, Southbank, Victoria 3006

From: Shannon L Softley <[REDACTED]>
Sent: Tuesday, November 15, 2016 3:22 PM
To: Travis Costin
Cc: Kevin Harkness
Subject: RE: China Union

Hi Travis,

Apologies for missing you – I'm in NZ at the moment and my phone isn't on roaming.

I will contact our branch operations team and see if it is possible for payments to be debited from CUP cards – I'll come back to you on this ASAP.

Thanks,
Shannon

From: Travis Costin <[REDACTED]>
Sent: Tuesday, 15 November 2016 2:01 p.m.
To: Shannon L Softley
Cc: Kevin Harkness
Subject: China Union
Importance: High

Hi Shannon

I left a message with you yesterday, and am hoping you can help me with a query.

We are getting queries from customers whether they would be able to head into a branch of NAB with a China Union debit card and withdraw funds from their account?

As you are aware we have stopped using the terminals in Crown for purchases so the customers are wanting to know how to get funds and this was suggested as a possible alternative.

If you could get back to me ASAP that would be great

Travis

Travis Costin
Treasury & Finance Manager
Crown Resorts Limited

<image004.png>Crown Towers, 8 Whiteman Street, Southbank, Victoria 3006

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