

Important information about your Suncorp Bank Clear Options Credit Card



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After an established partnership, a decision has been made to end the arrangement between Suncorp Bank and National Australia Bank (NAB), the issuer of your existing Suncorp Bank Clear Options Credit Card.

At this time, there is no impact to the way you use your Suncorp Bank Clear Options Credit Card account. You can continue to access your Credit Card via Suncorp Bank Internet Banking, Suncorp Bank App, Digital Wallet and Telephone Banking. Future changes will be communicated to you in writing.

You may however notice that from 9 June 2025, Suncorp Bank Clear Options Credit Cards will no longer be available to new customers. This will not affect your Suncorp Bank Clear Options Credit Card or the ability to add an additional card holder.

What does this mean for me?

Soon you will be receiving further information and a new physical Credit Card.

This new physical Credit Card will be branded MyCard and have a MyCard logo. NAB will continue to be the credit provider and issuer of your Credit Card. There will be no changes to your Credit Card number, expiry date, CVV, PIN or product features as a result of the change to MyCard.

As mentioned above, there are currently no changes to your product, including how you access and use your account. However, there will be future changes to your product and these will be communicated to you in writing at the relevant time.

What do I need to do?

For now, please make sure your contact details are up to date. These can be updated in Suncorp Bank Internet Banking, your nearest branch or by calling us on 13 11 75.

We are here to help

If you have any questions, please refer to the FAQs we have included in this letter or call us on 13 11 75.

How can I get more information?

For more information you can visit our website <https://www.suncorpbank.com.au/help-support/faqs/credit-card.html>, visit your nearest branch or call us on 13 11 75.

You will be updated about future changes to your credit card account soon.

Things you should know

National Australia Bank Limited (ABN 12 004 044 937, AFSL and Australian Credit Licence 230686) ("NAB") is the credit provider and issuer of Suncorp Bank Clear Options Credit Cards. Suncorp Bank (Norfina Limited ABN 66 010 831 722) promotes and distributes Suncorp Bank Clear Options Credit Cards on NAB's behalf under an agreement with NAB.

Suncorp Bank (Norfina Limited ABN 66 010 831 722 AFSL 229882 Australian Credit Licence 229882).

The SUNCORP brand and Sun Logo are used by Suncorp Bank (Norfina Limited) under licence and Suncorp Bank is not part of the Suncorp Group.

Frequently asked questions

- Can I still access my account information online?
Yes, at this time you can still view your account balance and transaction information online via Suncorp Bank App or Suncorp Bank Internet Banking. If you wish to access Card Services, you will still be able to do this via Suncorp Bank Internet Banking.
- Will anything else change?
At this time nothing else will change relating to your Credit Card account. We will contact you again in the future to provide details of any changes to your credit card.
- Will the way I use my credit card change?
No, at this stage the way you use your credit card will remain the same. You can continue to make payments, transfers, direct debits and automatic payments as you do today.
- Will my credit card work the same as it does today?
Yes, your credit card will continue to operate as it does today, allowing you to make purchases, pay bills and access your funds. Your PIN will not change. Future changes will be communicated to you in writing.
- How do I know if my contact details are up to date?
You can check your details are up to date in Suncorp Bank Internet Banking, alternatively you can visit your nearest branch, or you call us on 13 11 75.
- How can I make sure this letter is genuine and not a scam?
Your security matters, and we appreciate your diligence in keeping your information safe. If you would like to confirm the information in this letter, you can call us on 13 11 75 or visit your local branch.
- What if I don't want to receive a new MyCard branded Credit Card?
You can also choose to close your account directly online via Suncorp Bank Internet Banking; alternatively, you can call us on 13 11 75.

For more FAQs please visit <https://www.suncorpbank.com.au/help-support/faqs/credit-card.html>

