

Mozo Experts Choice Research Report

Product Category:
TRAVEL MONEY

7 November 2014



Who is Mozo?

Mozo Pty Ltd (“Mozo”) provides a financial comparison service that was launched in 2008 by a team of passionate financial services enthusiasts with the goal of creating an online service to help consumers make their own financial decisions and save money. Mozo offers consumers a comprehensive product comparison service that covers the retail banking market, general insurance, life insurance, business banking and more.

Currently around 300,000 Australians a month use Mozo’s financial comparison service. Mozo’s comparison technology and expertise is used by some of Australia’s largest online publishers.

Mozo holds an Australian Financial Services Licence and an Australian Credit Licence. Mozo’s management team have experience in consumer credit and financial services in a variety of roles from executive management, marketing, and actuarial services to product development, and technology. Mozo’s team are often called upon to provide expert media commentary in relation to retail financial services.

Our Experts Choice Awards analysis is carried out by our Research & Insights Director and our Product Data Manager, who between them have over 50 years of experience in financial services and 19 years in online financial services comparison.

Andrew Duncanson is our Research & Insights Director. Andrew has worked in financial services for over 20 years in Australia and the UK and is a qualified actuary. Andrew is also a Responsible Manager for Mozo’s Australian Financial Services Licence.

Peter Marshall is our Product Data Manager. He has over 30 years’ experience in financial services, including managing product data at other financial comparison sites before Mozo. Peter is a Responsible Manager for Mozo’s Australian Financial Services Licence.

Mozo Experts Choice Awards

The Mozo Experts Choice Awards are a new initiative from Mozo that recognises Australia's best value financial products and helps Australians to save money by choosing better products.

The Experts Choice Awards are designed to complement the popular Mozo People's Choice Awards, which are voted by customers and recognise banking and insurance institutions with the highest customer satisfaction levels.

For the Experts Choice Awards Mozo uses a Gold, Silver and Bronze awards classification system for the top 3 products in the Prepaid Travel Card and Debit Card award categories. The remaining top 10% of products in the Debit Card category receive a Highly Commended award. Insufficient products qualified in the Prepaid Travel Card and Credit Card categories to award Highly Commended awards.

To be eligible for Gold, Silver or Bronze awards in any category the provider must offer its products nationally. Any provider that is ranked in the top 3 places whose products are not available throughout Australia, or has restricted membership such as some credit unions, will be awarded 'Highly Commended' instead, replaced in the top 3 by the next provider whose products are available to most consumers nationally. Further information about our awards methodology can be found below.

What Travel Money products do we consider?

Mozo considered the 3 primary methods of accessing funds while on an overseas holiday: prepaid cards, credit cards and debit cards. Awards have been awarded for each of these product types.

Rates, fees and features in Mozo's database have been confirmed as correct between 1st and 28th October 2014 by contacting the relevant providers or from publically available sources. The data set used for the judging process was extracted on 14th October 2014.

We aim to include most products in the market in each category of the Mozo Experts Choice Awards. However, not every product on the market will be included in our review, nor is every feature compared that may be relevant to you.

The Mozo Experts Choice Travel Money Award Winners 2014

[1] PREPAID TRAVEL CARD

PROVIDER	CARD	AVERAGE COST*
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Gold Winner

OzForex	Travel Card	\$2,009
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Silver Winner

NAB	Traveller Card	\$2,014
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Bronze Winner

Velocity Frequent Flyer	Global Wallet	\$2,018
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*please see the 'How the Experts Choice Awards are determined' section below for details of assumptions

[2] CREDIT CARD

PROVIDER	CARD	ANNUAL FEE	PURCHASE RATE	TRAVEL INSURANCE
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Gold Winner

Bankwest	Zero Platinum	\$0	\$17.99	Yes
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Silver winner

28 Degrees	Platinum Mastercard	\$0	\$20.99	No
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[3] DEBIT CARD

PROVIDER	ACCOUNT	OVERSEAS ATM WITHDRAWAL FEE	OVERSEAS PURCHASE FEE	FOREIGN CURRENCY TRANSACTION FEE	SCENARIO* TOTAL COST
Gold Winner					
Citibank	Plus Transaction	\$0	\$0	0%	\$1918
Silver Winner					
RAMS	Action Account	\$5.00	\$1.75	0%	\$1955
Bronze Winner					
Community Mutual	Access Savings	\$2.00	\$0	2.00%	\$1964
Highly Commended					
B&E Personal Banking# - Everyday Advantage		\$5.00	\$0	1.25%	\$1,961
B&E Personal Banking# - iAdvantage		\$5.00	\$0	1.25%	\$1,961
Credit Union - SA Everyday Account		\$2.50	\$0	2.00%	\$1,966
Victoria Teachers Mutual Banking - Everyday		\$2.50	\$0	2.00%	\$1,966
Gateway Credit Union - Edge Account		\$3.50	\$0	2.00%	\$1,970
Maritime, Mining & Power C.U - Access Savings		\$1.50	\$0	2.50%	\$1,972
Rural Bank - Everyday Account		\$4.00	\$0	2.00%	\$1,972
SCU - Access Savings		\$4.00	\$0	2.00%	\$1,972
Select Credit Union - Transaction Account		\$4.00	\$0	2.00%	\$1,972
UBank - Ultra Transaction Account		\$4.00	\$0	2.00%	\$1,972
Hume Bank - All Purpose		\$0	\$0	2.85%	\$1,972

* please see 'How the Experts Choice Awards are determined' section below for details of assumptions used

awarded Highly Commended as products not available nationally

How the Mozo Experts Choice awards are determined

Mozo Experts Choice Awards for Travel Money are awarded in the following categories and based on the following methodology:

[1] PREPAID TRAVEL CARD

Aim:

To identify the prepaid multi-currency travel cards that give the best value reward for a person taking a representative basket of funds overseas, making purchases and ATM withdrawals to completely exhaust the account balance, then close the account. Cards that only allow for a single currency to be loaded were not considered.

Method:

The assumptions used to calculate the prepaid card cost are:

- At initial purchase funds are loaded for 2 currencies (USD, EUR) with as close to the equivalent of AUD1000 as possible per currency, rounded to the nearest 10 in the foreign currency. This resulted in amounts of USD850 and EUR650.
- Two ATM withdrawals in each currency.
- Purchases and withdrawals which completely exhaust the account balance.
- Any account closure fee.

The exchange rates for the two currencies for each provider were collected on 4 dates: 7th October 2014, 14th October 2014, 21st October 2014, and 28th October 2014. The costs were calculated using these exchange rates to determine the total cost at each date, and then the 4 total figures were averaged to remove any one-off exchange rate variations.

The product with the lowest average net cost was awarded Gold, second highest was awarded Silver, and third highest was awarded Bronze.

[2] CREDIT CARD

Aim:

To identify the credit cards offering the best value for people travelling overseas.

Method:

Mozo searched the 177 credit cards in our database to find those that did not charge a fee for purchases in other currencies or have an annual fee. Gold was awarded to cards that met this criteria as well as offering travel insurance with at least the following benefits:

- Medical: Unlimited
- Cancelations: Unlimited
- Luggage: \$10,000

No other factors were taken into account. Cards meeting the fee criteria only were awarded Silver. No Bronze or Highly Commended awards were made.

[3] DEBIT CARD

Aim:

To identify the bank accounts with debit cards that offer the best value for people travelling overseas. To qualify there must be no monthly account service fee or the service fee must be able to be waived, and have no regular fee for holding a debit card.

Method:

The net cost was calculated for a person spending a representative basket of funds overseas, making purchases and ATM withdrawals. The assumptions used were similar to those used for the prepaid travel card example cost scenario.

- Spending in 2 currencies was presumed (USD, EUR) with the same foreign currencies as used in the Prepaid Travel Card scenario of USD850 and EUR650.
- A total of four ATM withdrawals were performed.
- A total of 10 purchases were made.

The exchange rates for the two currencies for Visa and MasterCard were collected on 4 dates: 7th October 2014, 14th October 2014, 21st October 2014, and 28th October 2014. The Visa and MasterCard rates were averaged together across the four dates to produce one exchange rate for USD and one for EUR and these rates were applied to every product regardless of which scheme each card belongs to.

Fees included in the calculations were:

- Overseas ATM withdrawal fee (\$)
- Overseas purchase fee (\$)
- Overseas transaction fee (%)

The product with the lowest net cost was awarded Gold, second lowest was awarded Silver, and third lowest was awarded Bronze. The remaining top 10% were awarded Highly Commended. Where the cost difference between a product and the product ranked higher than it was less than \$1, that product was given an equal award to the higher ranked product.

How we manage conflicts of interest

Mozo Experts Choice awards is based on objective verifiable facts and analysis. Mozo's research team analyses product data and determines the winners in each Mozo Experts Choice category without reference to Mozo's sales or commercial functions. Our internal structures help to avoid conflicts of interest arising between our research team and other areas of the business in the generation of our research reports. Details of how we are paid are contained in our Financial Services and Credit Guide.

A provider can participate in the Mozo Experts Choice Awards free of charge. Currently Mozo doesn't, but reserves the right to, charge a licence fee to a provider to allow them to use the Mozo Experts Choice badges in their own marketing activities.

A financial product or provider that receives a Mozo Experts Choice Award may choose to list its products on the Mozo website in a way that may generate revenue for Mozo. Mozo Experts Choice awards are awarded irrespective of a financial product or credit provider's commercial relationship with Mozo.

DISCLAIMER:

Any advice included in any document published by Mozo Pty Ltd (AFSL/ACL 328141) is general in nature and does not take into account your objectives, financial situation or needs. Before acting on the advice, you should consider whether it's appropriate to you and seek professional advice from a suitably qualified adviser. If a product we recommend has a Product Disclosure Statement (PDS), you should read it before making a decision about whether to acquire the product.

Appendix

All issuers and names of products considered in the awards.

Provider

American Express
ANZ
Australia Post
Cash Passport
Commonwealth Bank
Jetstar
NAB
OzForex
Qantas
Travelex
Velocity Frequent Flyer
Westpac
Travel Money Oz

Prepaid Travel Card

Global Travel Card
Travel Card
Load&Go Travel Card
Prepaid Currency Card
Travel Money Card
Travel Card
Traveller Card
Travel Card
Qantas Card with Qantas Cash
Cash Passport
Global Wallet
Global Currency Card
Cash Passport

Provider name

28 Degrees
ADCU
American Express
American Express
American Express
American Express
American Express
American Express
American Express
American Express
American Express
American Express
ANZ
ANZ
ANZ

Credit Card

Platinum MasterCard
Low Rate Visa Credit Card
Low Rate Credit Card
Platinum Edge Credit Card
Platinum Reserve Credit Card
Platinum Rewards Credit Card
Qantas Discovery Card
Qantas Premium Card
Qantas Ultimate Card
Velocity Escape Card
Velocity Gold Card
Velocity Platinum Card
Balance
First
Frequent Flyer

ANZ	Frequent Flyer Black
ANZ	Frequent Flyer Platinum
ANZ	Low Rate
ANZ	Low Rate Platinum
ANZ	Platinum
ANZ	Rewards
ANZ	Rewards Black
ANZ	Rewards Platinum
B&E Personal Banking	Visa Credit Card
Bank of Melbourne	Amplify Classic
Bank of Melbourne	Amplify Platinum
Bank of Melbourne	Amplify Signature
Bank of Melbourne	No Annual Fee
Bank of Melbourne	Vertigo
Bank of Melbourne	Vertigo Platinum
Bank of Queensland	Blue
Bank of Queensland	Low Rate
Bank of Queensland	Platinum
bankmecu	Low Rate Visa
bankmecu	Platinum Rewards Visa
bankmecu	Visa Credit Card
BankSA	Amplify Classic
BankSA	Amplify Platinum
BankSA	Amplify Signature
BankSA	No Annual Fee
BankSA	Vertigo
BankSA	Vertigo Platinum
BankVic	Visa Gold
BankVic	Visa Silver
Bankwest	Breeze
Bankwest	Breeze Gold
Bankwest	Breeze Platinum
Bankwest	More
Bankwest	More Gold
Bankwest	More Platinum
Bankwest	Qantas Gold MasterCard

Bankwest	Qantas MasterCard
Bankwest	Qantas Platinum MasterCard
Bankwest	Zero
Bankwest	Zero Gold
Bankwest	Zero Platinum
BCU	Classic
BCU	Rewarder
Bendigo Bank	Basic Black
Bendigo Bank	Platinum
Bendigo Bank	Ready Red
Bendigo Bank	RSPCA Rescue
Bendigo Bank	RSPCA Rescue Rewards
Beyond Bank	Low Rate
Big Sky	Low Rate Visa
Big Sky	Visa (Cash Rewards)
Citibank	Classic
Citibank	Clear Platinum
Citibank	Emirates World MasterCard
Citibank	Platinum
Citibank	Qantas Signature
Citibank	Select
Citibank	Signature
Citibank	Simplicity
Coles	No Annual Fee MasterCard
Coles	Rewards MasterCard
Commonwealth Bank	Awards Credit Card
Commonwealth Bank	Diamond Awards Credit Card
Commonwealth Bank	Gold Awards Credit Card
Commonwealth Bank	Low Fee Credit Card
Commonwealth Bank	Low Fee Gold Credit Card
Commonwealth Bank	Low Fee Student Credit Card
Commonwealth Bank	Low Rate Credit Card
Commonwealth Bank	Low Rate Gold Credit Card
Commonwealth Bank	Platinum Awards Credit Card
Community First	McGrath Pink Visa
Credit Union SA	Visa Credit Card

CUA	Low Rate MasterCard
CUA	Platinum MasterCard
David Jones	American Express Card
David Jones	American Express Platinum Card
Defence Bank	True Blue Credit Card
GE Money	GE Money MasterCard
GE Money	GEM Visa Card
GE Money	GO MasterCard
Greater Building Society	Greater Visa
Heritage Bank	Classic
Heritage Bank	Freedom Visa
Heritage Bank	Gold Low Rate
Heritage Bank	Platinum
HSBC	Credit Card
HSBC	Platinum Credit Card
HSBC	Platinum Qantas Credit Card
HSBC	Premier World MasterCard
Hume Bank	Visa Gold
Hume Bank	Visa Loyalty
Hume Bank	Visa Value
Illawarra Credit Union	Low Rate MasterCard
Illawarra Credit Union	Platinum MasterCard
IMB	Low Rate MasterCard
IMB	Platinum MasterCard
Jetstar	MasterCard
Jetstar	Platinum MasterCard
Macquarie	Gold Card
Macquarie	Hilton HHonors Macquarie Platinum
Macquarie	Platinum Card
Macquarie	RateSaver
Maritime, Mining & Power Credit Union	Visa Credit Card
ME Bank	MasterCard
Myer	Myer Visa Card
MyState Bank	Low Rate MasterCard
MyState Bank	Platinum MasterCard
NAB	flybuys Rewards Card

NAB	Low Fee Card
NAB	Low Rate Card
NAB	Premium Card
NAB	Qantas Rewards Card
NAB	Qantas Rewards Premium Card
NAB	Velocity Rewards Card
NAB	Velocity Rewards Premium Card
New England Credit Union	Your Choice
Newcastle Permanent	Value +
P&N Bank	Easypay Visa Credit Card
P&N Bank	Platinum Visa Credit Card
People's Choice Credit Union	Visa Credit Card
Police Bank	Visa Credit Card
QANTAS Credit Union	Lifestyle
QANTAS Credit Union	Lifestyle Plus
QANTAS Credit Union	Visa Platinum Credit Card
QT Mutual Bank	Low Rate MasterCard
QT Mutual Bank	Platinum MasterCard
Queensland Country Credit Union	Rewarder
Queensland Country Credit Union	Visa Credit Card
Queensland Police Credit Union	Bluey Card
Queensland Police Credit Union	Bluey Rewarder Card
SCU	Low Rate Visa Credit Card
SGE Credit Union	Classic Solutions
SGE Credit Union	Gold Solutions
St.George	Amplify Classic
St.George	Amplify Platinum
St.George	Amplify Signature
St.George	No Annual Fee
St.George	Vertigo
St.George	Vertigo Platinum
Suncorp	Clear Options Gold
Suncorp	Clear Options Platinum
Suncorp	Clear Options Standard
Teachers Mutual Bank	Teachers Credit Card
Victoria Teachers Mutual Bank	Visa Classic Credit Card
Victoria Teachers Mutual Bank	Visa Platinum Credit Card

Virgin Money	Low Rate Card
Virgin Money	No Annual Fee Card
Virgin Money	Virgin Australia Velocity Flyer Card
Virgin Money	Virgin Australia Velocity High Flyer Card
Westpac	55 Day Card
Westpac	55 Day Platinum Card
Westpac	Altitude
Westpac	Altitude Black
Westpac	Altitude Platinum
Westpac	Earth Black
Westpac	Low Rate
Westpac	Singapore Airlines Platinum
Westpac	Student Visa Card
Wide Bay Australia	Low Rate MasterCard
Wide Bay Australia	Platinum MasterCard
Woolworths	Everyday Money Credit Card
Woolworths	Qantas Credit Card

Provider

ADCU
 AMP
 ANZ
 Arab Bank Australia
 B&E Personal Banking
 B&E Personal Banking
 Bank of Melbourne
 Bank of Melbourne
 Bank of Melbourne
 Bank of Queensland
 Bank of Queensland
 Bank of Sydney
 Bank of Sydney
 bankmecu
 BankSA
 BankSA
 BankSA
 BankVic

Bank Account

Access Savings
 Access Account
 Access Advantage
 Statement Account
 Everyday Advantage
 iAdvantage
 Complete Freedom Account
 Express Freedom Account
 SENSE Account
 Day2Day Plus Account
 Reverse Charges Account
 Everyday Saver
 Smart Net Account
 Access Account
 Complete Freedom Account
 Express Freedom Account
 SENSE Account
 EzePac

BankVic	Multipack
Bankwest	Hero Transaction Account
Bankwest	Lite Direct Transaction Account
Bankwest	Lite Transaction Account
Bankwest	Qantas Transaction Account
Bankwest	Rewards Transaction Account
Bankwest	Zero Transaction Account
BCU	Access Account
BCU	Basic Access Account
Bendigo Bank	Ultimate Everyday Account
Beyond Bank	Access Savings Account
Beyond Bank	Everyday Account
Big Sky	Everyday Banking Account
Catalyst Money	Access
Catalyst Money	UniSaver
Citibank	Plus Transaction Account
Coastline Credit Union	Access
Commonwealth Bank	Complete Access
Commonwealth Bank	Smart Access
Community First	Access
Credit Union SA	Everyday Account
CUA	Everyday Account
Defence Bank	National Access
Easy Street	Everyday Transaction Account
Gateway Credit Union	Edge Account
Gateway Credit Union	Everyday Savings
Greater Building Society	Access Account
Greater Building Society	Ultimate Access Account
Heritage Bank	Money Manager
Heritage Bank	Simply Access
Holiday Coast Credit Union	Great Day Transaction Account
HSBC	Day to Day Account
Hume Bank	All Purpose
IMB	Everyday Account
IMB	Everyday Unlimited Account
ING DIRECT	Orange Everyday

Maritime, Mining & Power Credit Union	Access Saving Account
ME Bank	EveryDay Transaction Account
MyState Bank	Access Account
NAB	Classic Banking Account
New England Credit Union	Access Savings Account
New England Credit Union	High Rise Account
Newcastle Permanent	Everyday Account
Newcastle Permanent	Statement Savings Account
P&N Bank	Budgeting Account
People's Choice Credit Union	Activate Account
People's Choice Credit Union	Everyday Account
People's Choice Credit Union	Zip Account
Police Bank	Easy Access Account
QANTAS Credit Union	General Savings Account
QT Mutual Bank	Current Account
QT Mutual Bank	Everyday Account
Queensland Country Credit Union	All Access
Queensland Country Credit Union	Options
Queensland Police Credit Union	On Call
Queenslanders Credit Union	Action Account
Queenslanders Credit Union	Basic Account
RAMS	Action Account
Rural Bank	Everyday Account
SCU	Access Savings
Select Credit Union	Transaction Account
SGE Credit Union	Access Account
SGE Credit Union	Reward Me Saver
St.George	Complete Freedom Account
St.George	Express Freedom Account
St.George	SENSE Account
Suncorp	Everyday Basics
Suncorp	Everyday Options
Suncorp	Everyday Options Student
Teachers Mutual Bank	Everyday Direct Account
The Rock Building Society	Fee Cruncher Account
The Rock Building Society	Only Account

UBank

Victoria Teachers Mutual Bank

Victoria Teachers Mutual Bank

Westpac

Wide Bay Australia

Wide Bay Australia

USaver Ultra Transaction Account

Budget Account

Everyday

Choice

Today's Choice Account

Today's Options Account