

# Travel Money Cards

June 2021



## What are the Canstar Travel Money Card Star Ratings?

Canstar Travel Money Card Star Ratings use a sophisticated and unique ratings methodology that compares both cost and features across travel money card products. Canstar star ratings represent a shortlist of products, enabling consumers to narrow their search to products that have been assessed and ranked.

## Eligibility Requirements

To be eligible for consideration in the Canstar Travel Money Cards Star Ratings, each product must:

- Have the ability to store multiple foreign currencies on one card
- Allow you to lock in an exchange rate before travel
- Allow you to use your own funds – credit or borrowing facilities are ineligible
- Provide an up-to-date exchange rate on its website

## Profile Description

Travel money cards are assessed on a basket of 6 currencies:

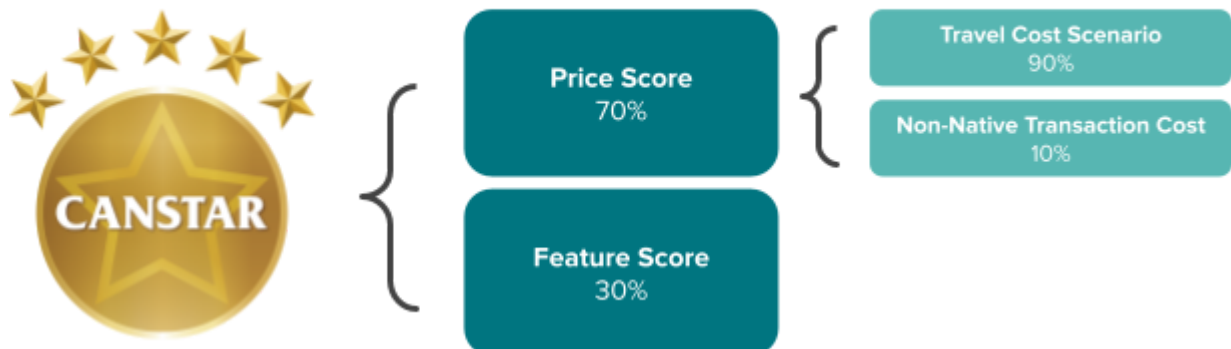
Currency	USD	EUR	GBP	NZD	JPY	SGD
Weight	35%	20%	15%	15%	10%	5%

## Star Ratings Methodology

Each Travel Money Card reviewed for the Canstar Travel Money Card Star Rating is awarded points for its comparative pricing and for the array of features attached to the product. Points are aggregated to achieve a price score and a feature score.

To arrive at the total score, Canstar applies a weight against the price score and the feature score. The weights reflect the relative importance of costs and features in determining the products offering outstanding value. The total score for each travel money card is weighted 70% towards Price and 30% towards Features.

**Total Score = Price Score + Feature Score**



## Price Score

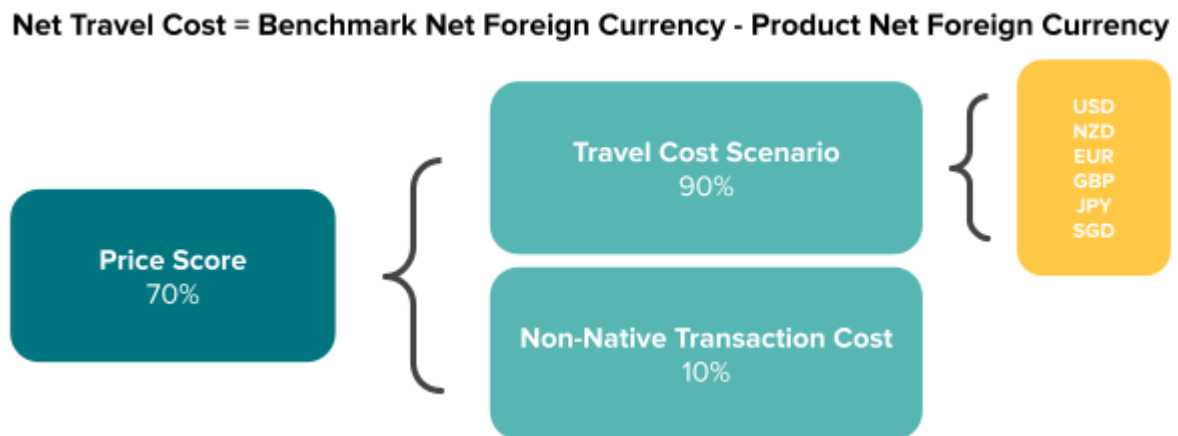
There are many different fee structures in the Travel Money Card market.

- Some providers charge for ATM withdrawals in foreign countries and others do not.
- There are products where the initial load is free but subsequent reloads are not, and some where there are almost no fees at all.

When exchanging many thousands of dollars into a foreign currency, in many cases, the exchange rate applied to the purchase is the largest part of the overall cost of the transaction, even though few or no direct fees are being charged to the customer.

To find the overall cost of taking a Travel Money Card on an overseas trip, Canstar has designed a scenario that includes the fees for loading, reloading, using the card overseas (POS and ATM), and as well as calculating how much will be available to spend in the purchased foreign currency.

These costs are benchmarked against a hypothetical cheapest product in the market – one with no load, reload, ATM, POS, or closure fees, with the best average exchange rate observed during our survey period of four weeks. This is known as the Benchmark Net Foreign Currency. The net cost of using each travel money card is then calculated:



### Travel Cost Scenarios

The Net Travel Cost of each card is calculated in each of the six currencies assessed. For the overall Travel Money Card Star Rating, a weighted score based on these six currencies is calculated based on the net cost in each currency. The exchange rates used are taken from provider's websites twice a week, over a four week period.

### Non-native transaction cost

The second component of the Price Score is the non-native transaction cost. This is a fee payable where there are insufficient funds available in the local currency, or the card is used for a purchase in a currency that is not supported. The product with the lowest fee in the market will receive the highest score, which is then added onto the Travel Cost Scenario Score to arrive at the total Price Score.

## Travel Cost Scenario

The Net Travel Cost of each card is calculated in six different currencies, considering how much foreign currency will be available to the cardholder for the duration of their trip, after fees for loading and card use are subtracted.

Net Foreign Currency Available to Spend For a total load amount of \$5,000 AUD	
Converted to Foreign Currency at the Card's Exchange Rate	- Initial loading cost for \$3,500
	- Reload cost for \$1,500
	- Cost of 6 foreign ATM withdrawals (conv. To AUD where applicable)
	- Cost of 22 transactions (conv. To AUD where applicable)
	- Closure fee and/or refund fee
	- Monthly Service Fee
	+ Dollar value of reward points earned*

\*The dollar value of reward points accumulated is individual to each provider's awards program, where applicable.

This is compared to a hypothetical product that has no fees, and an exchange rate equal to the best average rate observed in the travel money card market during our survey period. This is known as the **Benchmark Net Foreign Currency**. The net cost of using each travel money card is then calculated:

## Reward Points

Canstar considers that Travel Money Cards by certain providers offer the ability to earn reward points. The points will be earned on the spend basis outlined below for each of the currencies Canstar takes into consideration.

Country	POS Spend	ATM Spend
All Currencies	50% of Total Loaded Amount	50% of Total Loaded Amount

## Feature Score

The feature score takes into account a number of features in two categories and 10 sub-categories, with individual features allocated points and each category, and subcategory, assigned a weighting. The product with the highest feature score is allocated the maximum score, with all remaining products within the profile scored against it.

The features categories and subcategories, with assigned weights, are:

Feature Category	Weight	Description
Research and Opening	10%	
Opening an Account	50%	Options for account opening online and in physical stores. Opening limits and restrictions
Currency Availability	50%	Currencies available on the card
Account Operation	45%	
Loading	20%	Ability to reload the card, Reload using BPAY, Reload at time of purchase
Limits and Restrictions	20%	Maximum number of cards a single person can hold, maximum amount you can load/reload, maximum ATM withdrawal
Account Usage	30%	
Spending	70%	Availability of spending options (online, internationally, at POS)
Reporting	30%	Accessibility of personal and account information online and through a mobile app.
Fees and Charges	30%	Replacement card fees, cash over counter fee, inactivity fee, negative / insufficient balance
Security	15%	Chip & PIN protected, Signature panel on the reverse, Not linked to personal bank account
Customer Service and Support	15%	Dispute resolution, card dispatch time, mobile app, customer service, distribution outlets
Closure and Expiry	15%	Forfeit remaining balance, card life, unspent money

## How is the Canstar Travel Money Cards Award Calculated?

### Canstar Outstanding Value Award

Canstar recognises Travel Money Cards that deliver outstanding value to Australian customers. The Canstar Travel Money Cards Outstanding Value is awarded to the top performing cards that are available in Australia. Products that have achieved 5-stars in the Star Rating will also be awarded an Outstanding Value Award.

## How often are products reviewed for Star Ratings and award purposes?

Ratings and awards are recalculated annually based on the latest features offered by each provider. Canstar also monitors changes on an ongoing basis. The results are published in a variety of mediums (newspapers, magazine, television, websites, etc.).

## Does Canstar rate all products available in the market?

We endeavour to include the majority of product providers in the market and to compare the product features most relevant to consumers in our ratings. However, this process is not always possible and it may be that not every product in the market is included in the rating nor every feature compared that is relevant to you.

## Does Canstar rate other product areas?

Canstar researches, compares and rates the suite of banking, wealth and insurance products listed below. These Star Ratings use similar methodologies to guarantee quality, consistency and transparency. Results are freely available to consumers who use the Star Ratings as a guide to product excellence. The use of similar Star Ratings logos also builds consumer recognition of quality products across all categories.

Please access the Canstar website at [www.canstar.com.au](http://www.canstar.com.au) if you would like to view the latest Star Ratings reports of interest.

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- Margin lending
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- Agribusiness
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- Direct life insurance
- Home & contents
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- Term deposits



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