



Whole-of-Australian-Government Travel Arrangements Advice

2014/09 – Diners Club, Temporary Interruption to Cash Withdrawal Services on 13 April 2014

28 March 2014

Dear Agency Travel Managers

Diners Club is making changes to their systems. These changes will enable greater enhancements and innovations in the near future.

While these changes are being put in place, there may be minimal disruptions experienced by cardholders. Diners Club apologise for any inconvenience this may cause.

Date of outage:

12:00am (midnight) to 12:00pm (noon) Sunday 13 April 2014 (AEST)

How will this affect cardholders?

- Cardholders will be able to use their card(s) for local and international purchases, but transaction limits may apply.
- Cardholders will be unable to withdraw cash from an ATM with their card(s).

Other impacts from the upgrade:

- If you receive an agency data feed there may be a delay of 3-4 hours for up to a week from Tuesday 15 April;
- There will be slight delays to new card applications during this period;
- Self Select PIN, for cardholders who have this available, will not be accessible from Friday 11 April until Tuesday 15 April.

To learn more or read FAQs, please visit www.dinersclub.com.au/faqs/.

Please distribute this information to your cardholders. Cardholders will also receive an abbreviated system advice email.

If you have any questions please contact your Diners Club Relationship Manager.

Please contact the Travel Arrangements Phase 2 team at phase2travel@finance.gov.au if you require any further information.