



WoAG Travel Advice 2019/18

17 July 2019

WoAG Travel and Related Card Services Arrangement

Diners Club International Reverse Charge Call Process

Dear Entity Card Manager,

Diners Club Australia (Diners Club) has refreshed its reverse charge call process for entity officials needing to contact Diners Club while overseas.

For international reverse charge calls, travellers need to:

1. Contact the International Operator in the country they are in and provide to them with Diners Club's number +61 3 8643 2210.
2. Traveller would need to inform the Operator upfront that we will accept the reverse charge so there is no need to get an agent to confirm.
3. However, if the operator requires a verbal confirmation Diners Club need to inform them the options to get to an agent from IVR, our agents would always accept the call.

Things to be aware of when making a call:

1. If calling from a mobile, your traveller will still be charged by their carrier.
2. If the traveller picks up the phone and call us from the hotel and doesn't use operator assisted reverse charges, Diners Club cannot prevent the charges.

Please contact your Diners Club Australian Government Relationship Manager or WoAG Travel if you have any questions about the information in this Advice.

