



# BNZ Direct Cash

## Terms and Conditions

June 2025

## 1. Introduction

These terms apply to your use of the BNZ Direct Cash service. This is where we, BNZ, accept New Zealand cash deposits up to certain limits from you. You accept these terms each time you use BNZ Direct Cash.

We can change these terms in the same manner as we can change our Standard Terms and Conditions, available at [bnz.co.nz/termsandconditions](https://bnz.co.nz/termsandconditions). These terms are governed by New Zealand law.

These terms are in addition to, and are to be read in conjunction with BNZ's Standard Terms

and Conditions, a copy of which can be found at [bnz.co.nz](https://bnz.co.nz). In the event of any conflict between these terms and the BNZ Standard Terms and Conditions, these terms shall prevail.

## 2. Using BNZ Direct Cash

BNZ Direct Cash is only processed on business days. To use BNZ Direct Cash, you must:

- Be a BNZ Business customer;
- Only use BNZ Direct Cash to facilitate New Zealand currency deposits to a BNZ business account;
- Have a deposit collection arrangement in place with a cash-in-transit service provider approved by us (in our sole discretion);
- Be registered to use BNZ Direct Cash. Registration as a BNZ Direct Cash user is at our sole discretion; and
- Comply with these terms.

If any deposits do not comply with the above, we may (at our sole discretion) ask you to collect that deposit. If you do not collect the deposit within the time requested, you authorise us to destroy it (at your cost) or donate it to charity. Where the deposit includes foreign currency, you agree that we may do this without contacting you first.

For information on how to order BNZ Direct Cash bags or cash slips, visit the '[Making business deposits](#)' page on the BNZ website.

## 3. Preparing BNZ Direct Cash bags

**Cash bag preparation:** Each BNZ Direct Cash bag must have the declaration panel completed and contain a BNZ Direct Cash slip. You represent to us that all information on each BNZ Direct Cash slip and on each BNZ Direct Cash bag is complete and accurate.

Both the BNZ Direct Cash slip and the BNZ Direct Cash bag must be prepared in accordance with our [BNZ Direct Cash Bag Quick Reference Guide](#) and our [BNZ Direct Cash Preparation Guide](#). Each of these documents form part of these terms.

## 4. After delivery

**Refusal:** We may refuse to accept a BNZ Direct Cash bag where we determine (acting reasonably) that a BNZ Direct Cash bag is not properly sealed, has been tampered with or damaged, or you or your cash-in-transit service provider have not complied with these terms.

**Verification:** The contents of your BNZ Direct Cash bag will be counted and verified by our agent. By using BNZ Direct Cash you agree that we may use an agent to verify the contents of your BNZ Direct Cash bag. You agree that the amount credited to your BNZ nominated account will be the amount determined by us if we identify differences between the amount in the BNZ Direct Cash bag and on the BNZ Direct Cash declaration panel. You agree that our count is deemed to be accurate and evidence of the contents of the BNZ Direct Cash bag.

**Adjustment:** If we identify a difference between the amount in the BNZ Direct Cash bag and on the BNZ Direct Cash slip requiring an error adjustment to your account, BNZ will send an error adjustment notification to your nominated email address.

**Deposits:** We will credit the amount of each accepted and verified deposit to your BNZ nominated account. You must check your statements from us to make sure they are correct. If you see a mistake, discrepancy, or irregularity, you must tell us as soon as you can.

**Fees:** You must pay us all BNZ Direct Cash fees listed in our Business and Agribusiness Account and Service Fees Guide, available at [bnz.co.nz/businessfees](https://bnz.co.nz/businessfees). We can change our fees and charges and introduce new ones at any time in accordance with our Standard Terms and Conditions. You authorise us to debit these fees from any account you hold with us.

**Liability:** Deposits are at your sole risk until received at a BNZ designated processing site.

We will not be liable to you for any Loss:

- (a) arising as a result of us acting in accordance with these terms; or
- (b) caused by circumstances outside our control, including machine failure, problems with any system or network, or industrial action.

Nothing in these terms limits our liability for acting negligently, fraudulently, or in breach of these terms, or excludes or limits our responsibility and liability to you under the Consumer Guarantees Act 1993, or to the extent that we are otherwise unable to exclude or limit it by law.

