

FINANCIAL SERVICES GUIDE

ISSUE DATE: 15 JULY 2015

PURPOSE AND CONTENTS OF THIS FINANCIAL SERVICES GUIDE

This Financial Services Guide ("FSG") is prepared by Emerchants Payment Solutions Limited ABN 30 131 436 532 ("EPSL").

Under its Australian Financial Service Licence, EPSL is authorised to provide financial services including arranging for the issue of non-cash payment facilities such as the MoneyMe Express Visa card.

This FSG is an important document which provides information about the financial services offered by EPSL and its Corporate Authorised Representatives ("Your Representatives"), whom EPSL has agreed may provide financial services on its behalf.

After reading this FSG, you will know:

- Who we are and how to contact us;
- What financial services can be provided to you and how these services will be provided to you;
- How we (and any other relevant persons) may be remunerated;
- Whether any relevant associations or relationships exist that may influence our advice;
- How we maintain your personal information; and
- How to access our internal and external complaints handling arrangements.

The content of this FSG is general information only and does not take into account any person's particular needs or objectives. EPSL provides no warranty as to the suitability, for any person, of the services outlined in this FSG.

If you need any more information than is contained in this document please contact us. You have the right to ask us about our charges, the type of advice we will provide you, and what you can do if you have a complaint about our services.

ABOUT EPSL

EPSL is an AFSL holder, Licence No. 404131. EPSL arranges for the sale and distribution of the MoneyMe Express Visa card.

EPSL can be contacted via:

Phone: 1300 739 889 between 8:30am to 5pm Queensland time.

Mail: Locked Bag 5, Fortitude Valley Business Centre QLD 4006

Email: support@emerchants.com.au

Internet: www.emerchants.com.au

EPSL will be acting on its own behalf at all times when:

- MoneyMe arranges for the sale of and provides general financial product advice in relation to the MoneyMe Express Visa card; and
- MoneyMe promotes the MoneyMe Express Visa card.

EPSL is therefore responsible for those financial services provided by its Corporate Authorised Representatives. EPSL has authorised MoneyMe to distribute this FSG.

YOUR REPRESENTATIVE

Your Representative is MoneyMe Financial Group Pty Ltd ABN 40 163 691 236 ("MoneyMe"), Authorised Representative number 001232671. MoneyMe is authorised by EPSL to arrange for the issue of, and to provide general financial product advice in relation to the MoneyMe Express Visa card. MoneyMe is not authorised to give you personal financial product advice in relation to the MoneyMe Express Visa card.

You can contact MoneyMe Customer Support between 8am – 7pm Monday to Friday and between 9am – 3pm Saturday and Sunday

Phone: 1300 669 059

Email: hello@moneyme.com.au

Mail: Level 38, Miller Street. North Sydney 2060

WHAT KINDS OF FINANCIAL PRODUCTS AND SERVICES CAN MONEYME PROVIDE?

Your Representative is authorised by EPSL to provide general financial product advice to retail and wholesale clients in relation to deposit and payment products limited to:

- Basic deposit products; and
- Non-cash payment products.

The MoneyMe Express Visa card is a facility for making non-cash payments (a prepaid Visa card product) issued by Cuscal Limited ACN 087 822 455 AFSL 244116 (Cuscal), which is an authorised deposit-taking institution.

This means your Representative can:

- Arrange for the issue of the MoneyMe Express Visa card;
- Provide general financial advice in relation to the MoneyMe Express Visa card; and
- Publish or issue certain promotional material in relation to the MoneyMe Express Visa card.

MoneyMe is not authorised to provide (and EPSL itself does not provide) personal advice about financial products. Personal advice is advice when your objectives, financial situation or needs have been or would be expected to be considered.

This means that MoneyMe won't take your objectives, financial situation or needs into account whenever it gives advice (in publishing or issuing promotional material) about the MoneyMe Express Visa card. The kind of advice that MoneyMe may give is called general financial advice.

It is therefore your responsibility to decide for yourself whether any general financial advice given by MoneyMe in its promotional material is suitable for you, or to get personal advice from a financial adviser who holds an Australian Financial Services licence or who is an authorised representative of the holder of an Australian financial services licence.

Your Representative can only provide advice on deposit and non-cash payment products limited to the MoneyMe Express Visa card

A Corporate Authorised Representative of EPSL cannot advise you on, or influence you in favour of, a financial product which is not a product they are authorised to provide advice on.

Please be aware that EPSL shall not be responsible where the Corporate Authorised Representative provides any services to you which are outside of their authorisation limits. You should therefore ask your Representative to specifically confirm that the service or product does not fall within one of the above exclusions, prior to acting on any general advice.

We will also provide you with, or explain how to access, a Product Disclosure Statement ('PDS') for the MoneyMe Express Visa card. The PDS contains information about the costs, benefits, risks and other features of the recommended financial product. You should read this information to enable you to make an informed decision prior to acquiring the recommended financial product.

CAN I PROVIDE MONEYME WITH INSTRUCTIONS

You may provide MoneyMe with specific instructions by letter, email, telephone, fax or other means (as agreed with MoneyMe).

DISCLOSURE OF ANY RELEVANT CONFLICTS OF INTEREST

EPSL and MoneyMe are not related entities. MoneyMe do not have any relationships or associations that might influence us in providing you with our services.

MoneyMe is the provider of the credit facilities for which funds are loaded onto the MoneyMe Express Visa card. MoneyMe is licenced and regulated under the Australian Credit Licence number 442218 and is subject to ongoing oversight by ASIC and is a member of the Credit Ombudsman Service Ltd.

The revenue received by MoneyMe for the provision of the credit facility has no relation to the issue of the MoneyMe Express Visa card. MoneyMe receives a portion of the MoneyMe Express Visa card fees and charges. For further information please see the information under the heading 'How we are paid for providing Financial Services'

HOW ARE WE PAID FOR PROVIDING FINANCIAL SERVICES

Employees of EPSL do not receive, whether directly or indirectly, any fee, commission, benefit or advantage (pecuniary or otherwise) in connection with the financial services provided.

MoneyMe directors and staff are remunerated by salary that includes superannuation benefits. MoneyMe staff may also be eligible for an annual bonus payment based on agreed performance levels.

MoneyMe directly receives rebates in connection with the financial services provided. The table below represents a summary of the fees applicable to the MoneyMe Express Visa card.

Fees and Charges to be paid by the Cardholder		
Card Issue and Funds Loading	EPSL FEE	AMOUNT TO BE REBATED BACK TO MONEYME
Card Issue Fee	Free	Nil
Funds credit loaded by Direct Credit Facility	\$5.00	\$4.00
Replacement Card Fee (where no stock held)	\$10.00	\$2.50
ATM Withdrawals		
ATM Transactions - when using an ATM which is not part of the rediATM network	ATM Operator Fees	Nil
ATM Transactions - when using a rediATM	\$2.00 rediATM Usage Fee	Nil
Point of Sale Purchases		
POS Purchase	Free	Nil
POS Purchase with cash out	\$0.50	Nil
Foreign Exchange Fee (if Card is used for purchases or withdrawals in any currency other than Australian dollars or purchases with any merchant located outside Australia)	2.99%	Nil

Account Keeping Fees		
Balance Inquiry online	Free	Nil
Monthly expired card fee	\$5.00	\$2.50
Inactive fee after 6 months charged each month from and including month 7 until card expiry.	\$5.00	\$2.50
Disputed Transactions	\$20.00	Nil
MoneyMe Client Services Calls	Free	Nil

EPSL receives remuneration and benefits from Cuscal Limited ABN 95 087 822 455 in relation to the MoneyMe Express Visa card in the form of:

- Interest income on the total cardholder funds held in Cuscal Limited Bank Accounts in relation to the MoneyMe Express Visa card (this interest income cost is not borne by cardholders);
- The passing on from Cuscal to EPSL of fees and charges paid by holders of the MoneyMe Express Visa card. (These fees and charges are detailed in this FSG and the PDS for this Card); and
- 2.99% of the transaction value in foreign exchange transactions.

OUR RECORD KEEPING OBLIGATIONS

EPSL will seek to ensure that comprehensive and accurate records of all services, products and client dealings are properly maintained.

HOW CAN YOU ACCESS EPSL'S COMPLAINTS HANDLING ARRANGEMENTS?

EPSL is a member of the Financial Ombudsman Service ("FOS"). If you have a complaint regarding the provision of financial services to you, you should take the following action:

- Speak to your Representative about your concerns, or
- Contact EPSL on 1300 739 889 during business hours and ask to speak to one of our Customer Service Staff

If after speaking to your Representative or our Customer Service Staff, your complaint is not resolved within three (3) days, please put your complaint in writing and send it to us, addressed to:

The Complaints Officer
Emerchants Payment Solutions Limited
Level 2, 26 Commercial Road
Newstead QLD 4006

Whilst every endeavour will be made to resolve the matter promptly and impartially, if you are not satisfied with how your complaint is dealt with, you can elect to refer the matter, free of charge, to FOS. FOS can be contacted on 1300 780 808. You can also write to them at:

Financial Ombudsman Service Ltd
GPO Box 3
Melbourne VIC 3001

Alternatively, other matters can be referred to the industry regulator, the Australian Securities and Investments Commission (ASIC) on free-call 1300 300 630 or visit the website www.asic.gov.au.

PROFESSIONAL INDEMNITY INSURANCE

EPSL is required by the Corporations Act 2001 to have in place compensation arrangements which are designed to compensate retail clients for losses they suffer as a result of a breach by EPSL or its Corporate Authorised Representatives of the obligations outlined in Chapter 7 of the Corporations Act 2001.

Pursuant to s912B of the Corporations Act (and Corporations Regulation 7.6.02AAA), EPSL maintains adequate professional indemnity insurance to cover the financial services provided by its licensed entities. The policy maintained by EPSL provides coverage in the aggregate of up to \$10,000,000 to cover claims regarding professional indemnity, including misleading and deceptive conduct, intellectual property, defamation and fraud/dishonesty payable by EPSL per professional indemnity policy claim.

PRIVACY

Your privacy is important to us and we are committed to compliance with the Privacy Act and the Australian Privacy Principles. We may disclose your personal information to external or related parties who act on our behalf in the operation of our business. Such external parties are required and committed to protecting your privacy. EPSL and its associates will not otherwise disclose your personal information without your consent, except as authorised or required by privacy laws. Our Privacy Policy sets out how you can access and correct information we hold about you, how you can complain about a breach by us of your privacy rights and how your complaint will be handled. Our Privacy Policy is available at: <http://emerchants.com.au/privacy-statement/>. Please contact us if you have any concerns.

HOW DOES EPSL DEAL WITH THE ANTI-MONEY LAUNDERING / COUNTER –TERRORISM FINANCING ACT 2006 (“AML/CTF Act”)?

EPSL has an obligation under the AML/CTF Act to verify your identity before we can provide you with any financial services. Your Representative will let you know what documentation you will need to present to satisfy the customer identification requirements under the AML/CTF Act.

DO WE HAVE ADEQUATE COMPLIANCE SYSTEMS?

We remain up to date on industry compliance issues pursuant to our AFSL, which requires staff to undergo ongoing training in respect of our responsibilities to you.