

frank green Pay

Financial Services Guide

18 June 2019

Version V2.0

PURPOSE OF THIS FINANCIAL SERVICES GUIDE

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

The Financial Services Guide is issued by Pay & Reward Pty Ltd ABN 43 619 304 979 ("RewardCo", "Representative" or "We"), an Authorised representative of EML, Authorised Representative number 001260300.

Under its Australian Financial Services Licence, EML is authorised to provide financial services including arranging for the issue of non-cash payment facilities, such as **frank green Pay** using the Next Generation SmartCup and/or Next Generation SmartBottle ("frank green Pay").

This FSG is an important document which provides information about the financial services offered by RewardCo and the authorised distributors of the frank green Next Generation SmartCup and/or Next Generation SmartBottle.

Next Generation SmartCup and/or Next Generation SmartBottle

The frank green Next Generation SmartCup and/or Next Generation SmartBottle ("Smart Product") are in, and of themselves, either a cup or bottle, and have no payment capability. The purchase of the Smart Products does not represent the provision, delivery of arranging of a financial service.

The act of arranging the issue of the financial services including the issue of non-cash payment facilities described in this FSG from Reward Co to you, only occurs after you have downloaded, and successfully installed the frank green Pay application on your electronic device, accepted the terms and conditions of the App and the PDS, and associated the Smart Product to the app. At this point your Smart Product has become a payment instrument.

About this FSG

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 general advice
- How we maintain your personal information
- How to access our internal and external complaints handling arrangements.

The content of this FSG is general in nature only and doesn't take into account your personal objectives, financial situation or needs. EML provides no warranty as to the suitability of the services outlined in this FSG for any person.

If you need any more information than is contained in this document, please contact us or EML. 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 EML

EML is the holder of Australian Financial Services Licence number 404131. Under its AFSL, EML is authorised to provide financial services including arranging for the issue of non-cash payment facilities such as payment capability in frank green Pay.

EML can be contacted via:

Phone: 1300 739 889; or

Email: support@emlpayments.com.au; or
Mail: Level 12, 333 Ann Street, Brisbane QLD 4000.
Web: www.emlpayments.com

Authorised Representatives

EML's Authorised Representative is RewardCo. RewardCo is a loyalty and merchant solution provider who has established an arrangement with frank green for the provision of the payment capability for frank green Pay. RewardCo is authorised by EML to arrange for the issue of, and to provide general financial product advice in relation to **frank green Pay**. RewardCo is not authorised to give you personal financial product advice in relation to frank green Pay.

RewardCo can be contacted from anywhere in Australia between 9am and 5pm(AEDT) on business days (Monday to Friday) using the contact details below:

Phone: +61 (0) 3 9690 6877
Email: hello@frankgreen.com.au; or
Mail: 11 - 13 Chessell Street, South Melbourne, VIC 3205

What kinds of financial products and services can RewardCo provide?

RewardCo is authorised by EML to provide general financial product advice to retail and wholesale clients in relation to payment products limited to non-cash payment products.

frank green Pay is a facility for making non-cash payments (a reloadable prepaid visa product) issued by Heritage Bank Limited ABN 32 087 652 024, AFSL 240984.

This means that RewardCo can:

- Arrange for the issue of **frank green Pay** by Heritage Bank Limited
- Provide general financial product advice in relation to the **frank green Pay**
- Publish or issue certain promotional material in relation to the **frank green Pay**.

RewardCo and its associated companies are not authorised to provide (and EML 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 RewardCo will not take your objectives, financial situation or needs into account whenever it gives general advice (in publishing or issuing promotional material) about **frank green Pay**.

It is therefore your responsibility to decide for yourself whether any general financial advice given by RewardCo in its promotional material is suitable for you, or to obtain personal advice from a suitably authorised Australian financial adviser.

RewardCo can only provide general advice with respect to non-cash payment products and this is further limited to **frank green Pay**. RewardCo cannot advise you on, or influence you in favour of any other product because they are not authorised to do so.

Please be aware that EML shall not be responsible where RewardCo provides any services to you which are outside of their authorisation limits. You should therefore ask RewardCo to specifically confirm that the service or product relates to non-cash payment products, prior to acting on any general advice.

EML or RewardCo will also provide you with, or explain how to access, a Product Disclosure Statement ("PDS") for **frank green Pay**. The PDS contains information about the costs, benefits, risks and other features of **frank green Pay**. You should read this information to enable you to make an informed decision prior to acquiring **frank green Pay**.

Disclosure of any relevant conflicts of interest

EML and RewardCo are not related entities. RewardCo does not have any relationships or associations that might influence them in providing you with its services.

How are we paid for the services we provide?

RewardCo directors and staff are remunerated by salary that includes superannuation benefits.

For its role in arranging the issue of **frank green Pay**, EML receives interest income from Heritage Bank Limited (an Authorised Deposit Taking Institution) on the total value of funds held in Heritage Bank's accounts in relation to the **frank green Pay**. This interest income does not result in any additional cost to card holders.

Fees and charges payable to EML or RewardCo in association with the frank green Pay

EML and RewardCo share the fees and charges in equal amounts (50/50) as they relate to frank green Pay.

The applicable fees levied to you as a user are 3% of the value of the funds loaded, at the time of the load. Visa provides issuers of a Visa reloadable prepaid facility a small percentage of the value of the payment transaction, whenever a payment transaction is completed, which is levied upon the merchant.

Further information, including details of other fees, is contained in the PDS for frank green Pay.

Our record keeping obligations

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

How can you access EML's complaints handling arrangements?

EML is a member of the Australian Financial Complaints Authority ("AFCA"). If you have a complaint regarding the provision of financial services to you, you should take the following action:

Speak to an Authorised Representative about your concerns, or

Contact EML on 1300 739 889 during business hours and ask to speak to our Customer Support Staff.

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

The Complaints Officer, EML Payment Solutions Ltd Level 12, 333 Ann Street Brisbane QLD 4000

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 AFCA. AFCA can be contacted on 1800 931 678, or through email info@afca.org.au. You can also write to them at:

Australian Financial Complaints Authority, 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

EML is required by the Corporations Act to have in place compensation arrangements which are designed to compensate retail clients for losses they suffer as a result of a breach by EML or its Authorised Representatives of their respective obligations relating to the provision of financial services to you.

EML maintains adequate professional indemnity insurance to cover the financial services provided by it and its Authorised Representatives. The policy maintained by EML 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.

Privacy

Your privacy is important to EML and EML is committed to compliance with the Privacy Act and the Australian Privacy Principles. When we collect your personal information, we will notify you or take steps to make you aware of the information we collect, how we will manage that information and how to contact us if you have any privacy concerns. EML's Privacy Policy sets out how you can access and correct information we hold about you, how you can complain about a breach by EML of your privacy rights and how your complaint will be handled. EML's Privacy Policy is available at <https://emlpayments.com/privacy>. Please contact EML if you have any concerns.

Do we have adequate compliance systems?

EML remains up to date on industry compliance issues pursuant to our Australian Financial Services Licence, which requires staff and Authorised Representatives to undergo ongoing training in respect of our responsibilities to you.