

# FINANCIAL SERVICES GUIDE

## ISSUE DATE

23 February 2016

## 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 William Hill 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 Australian Financial Services Licensee, Licence No. 404131. EPSL arranges for the issue, sale and distribution of the William Hill Card.

EPSL can be contacted via:

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

Mail: Level 2, 26 Commercial Road, Newstead QLD 4006

Email: [support@emerchants.com.au](mailto:support@emerchants.com.au)

Internet: [www.emerchants.com.au](http://www.emerchants.com.au)

William Hill will be acting on behalf of EPSL at all times when:

- William Hill arranges for the sale of and provides general financial product advice in relation to the William Hill Card; and
- William Hill promotes the William Hill Card.

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

### **YOUR REPRESENTATIVE**

Your Representative is William Hill Australia Wagering Pty Ltd ABN 14 106 487 736 ("William Hill"), Authorised Representative number 001239466. William Hill is authorised by EPSL to arrange for the issue of, and to provide general financial product advice in relation to the William Hill Card. William Hill is not authorised to give you personal financial product advice in relation to the William Hill Card.

You can contact William Hill from anywhere in Australia by:

Phone: 1800 007 238 between 8:30am to 12am (AEST/AEDT) 7 days a week

Email: [service@williamhill.com.au](mailto:service@williamhill.com.au)

Mail: William Hill, PO Box 700, Parap, NT 0804, Australia

Internet: [www.williamhill.com.au](http://www.williamhill.com.au)

### **WHAT KINDS OF FINANCIAL PRODUCTS AND SERVICES CAN WILLIAM HILL 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 William Hill Card is a facility for making non-cash payments (a prepaid eftpos card product) issued by EPSL.

This means your Representative can:

- Arrange for the issue of the William Hill Card;
- Provide general financial product advice in relation to the William Hill Card; and
- Publish or issue certain promotional material in relation to the William Hill Card.

William Hill 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 William Hill won't take your objectives, financial situation or needs into account whenever it gives advice (in publishing or issuing promotional material) about the William Hill Card. The kind of advice that William Hill may give is called general financial product advice.

It is therefore your responsibility to decide for yourself whether any general financial advice given by William Hill 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 William Hill 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 your 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 William Hill 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 WILLIAM HILL WITH INSTRUCTIONS**

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

#### **DISCLOSURE OF ANY RELEVANT CONFLICTS OF INTEREST**

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

William Hill is a wagering services operator, licensed and regulated by the Northern Territory Government and governed by the Northern Territory Code of Practice for Responsible Gambling.

William Hill does not receive any portion of the William Hill Card fees and charges, the revenue received by William Hill for the provision of wagering services does not relate to the issue of the William Hill Card.

#### **HOW ARE WE PAID FOR PROVIDING FINANCIAL SERVICES**

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

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.

Fees and Charges to be paid by the Cardholder	
<b>Card Issue and Funds Loading</b>	
Card Issue Fee	Free
Funds credit loaded from the William Hill Betting Account	Free
Replacement Card Fee	Free
<b>ATM Withdrawals</b>	
ATM Transactions - when using an ATM which is not part of the rediATM network	ATM Owners Fees
ATM Transactions - when using a rediATM	\$2.00 rediATM Usage Fee
<b>Point of Sale Purchases</b>	
POS Purchase	Free
POS Purchase with cash out	\$0.50
Cash out at POS	\$0.50
Declined Transactions Fee (including incorrect PIN)	\$0.50
<b>Account Keeping Fees</b>	
Balance Inquiry online	Free
William Hill Client Services Calls	Free

The table above represents a summary of the fees applicable to the William Hill Card.

EPSL receives interest income from Cuscal Limited ABN 95 087 822 455, AFSL 244116 ("Cuscal") (an Authorised Deposit Taking Institution) on the total card holder funds held in Cuscal's accounts in relation to the William Hill Card. This interest income cost is not borne by card holders.

#### OUR RECORD KEEPING OBLIGATIONS

EPSL will seek to ensure that comprehensive and accurate records of all services and 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, Brisbane 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 1800 367 287. 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 1300 300 630 or visit the website [www.asic.gov.au](http://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.

