

# FINANCIAL SERVICES GUIDE

## ISSUE DATE

17 August 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 bet365 Visa Card.

This FSG is an important document which provides information about the financial services offered by EPSL and the Corporate Authorised Representative of EPSL, 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 bet365 Visa 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)

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

- bet365 arranges for the sale of and provides general financial product advice in relation to the bet365 Card; and
- bet365 promotes the bet365 Card.

EPSL is therefore responsible for those financial services provided by its Authorised Representatives. EPSL has authorised bet365 to distribute this FSG.

## **YOUR REPRESENTATIVE**

The Authorised Representative entity is Hillside (Australia New Media) Pty Limited ABN 75 148 920 665 (Hillside), Authorised Representative number 000000. bet365 is a registered business name of Hillside. bet365 is authorised by EPSL to arrange for the issue of, and to provide general financial product advice in relation to the bet365 Card. bet365 is not authorised to give you personal financial product advice in relation to the bet365 Card.

bet365 can be contacted via:

Phone: 1800 200 365

Mail: Customer Services, Hillside (Australia New Media) Pty Limited, PO Box 113, Parap, NT 0820

Email: support-eng@customerservices365.com

Internet: <http://www.bet365.com.au>

## **WHAT KINDS OF FINANCIAL PRODUCTS AND SERVICES CAN BET365 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.

This means your Representative can:

- Arrange for the issue of the bet365 Card
- Deal with any request for financial advice in relation to the Ladbroke Card by telling the person requesting the advice how they can contact EPSL; and
- Publish or issuing certain promotional material in relation to the bet365 Card.

bet365 is not authorised to provide (and EPSL itself does not provide) personal advice about financial product. Personal advice is advice when your objectives, financial situation or needs have been or would be expected to be considered.

This means that bet365 won't take your objectives, financial situation or needs into account whenever it gives advice (in publishing or issuing promotional material) about the bet365 Card. The kind of advice that bet365 may give is called general advice.

It is therefore your responsibility to decide for yourself whether any general advice given by bet365 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 bet365 Card. An 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 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 bet365 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 MY REPRESENTATIVE WITH INSTRUCTIONS**

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

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

EPSL and bet365 are not related entities. bet365 do not have any relationships or associations that might influence us in providing you with our services.

bet365 is a wagering services operator, licenced to act as a bookmaker in respect of race meetings and sports betting. bet365 is licenced and regulated under the Northern Territory Racing Commission and are governed by their Responsible Gambling Code of Conduct.

The revenue received by bet365 for the provision of wagering services has no relation to the issue of the bet365 Card. bet365 does not receive any portion of the bet365 Card fees and charges.

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

bet365 directors and staff are remunerated by salary that includes superannuation benefits. bet365 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.

The table below represents a summary of the fee applicable to the bet365 Card.

<b>Fees and Charges to be paid by the Cardholder</b>	
Card Issue Fee	Free
Funds credit loaded from the bet365 Wagering Account	Free
Replacement Card Fee	\$5.00
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
POS Purchase	Free
POS Purchase with cash out	\$0.50
Cash out at POS (without POS Purchase)	\$0.50
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%

Declined transactions	\$0.50
Balance Inquiry online	Free
Monthly expired card fee	\$2.00
Disputed Transactions	\$20.00
bet365 Client Services Calls	Free

Certain merchants may charge an additional fee if the Card is used to purchase goods and/or services. This fee is determined and charged by the merchant and is not retained by us.

Emerchants receives remuneration and benefits from Cuscal Limited (ABN 95 087 822 455) (an Authorised Deposit Taking Institution) in relation to the bet365 Card in the form of:

- Interest income on the total cardholder funds held in Cuscal Limited Bank Accounts in relation to the bet365 Card (this interest income cost is not borne by cardholders);
- The passing on from Cuscal to Emerchants of fees and charges paid by holders of the bet365 Card (these fees and charges are detailed in the PDS for that 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 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 (07) 3607 0100 during business hours and ask to speak to one of our Customer Relations Specialists

If after speaking to your Representative or our Complaints Officer, 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 the 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](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 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 National 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. 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 Australian Financial Services Licence, which requires staff to undergo ongoing training in respect of our responsibilities to you.