



# Financial Services Guide & Product Disclosure Statement

Effective as at 21 November 2018

## About This Document

This combined Financial Services Guide (FSG) is designed to help you decide whether to use any of the services we provide. Our Product Disclosure Statement (PDS) contains information you require to make a decision about whether or not to apply to use our Services. Information relevant to both the FSG and PDS may be included in one part and incorporated by reference in the other.

## Financial Services Guide

This FSG contains information about:

- The products and services we provide
- The benefits paid to us and others in connection with our services
- Details of any associations or relationships that might affect the services we provide
- Our dispute resolution processes and how you can access them

## Who are we?

Ezidebit Pty Ltd (ABN 67 096 902 813, Authorised Representative No. 320082) is an Authorised Representative of Ezi Management Pty Ltd (ABN 47 110 689 711), who is the holder of Australian Financial Services Licence No. 315388.

Ezi Management Pty Ltd is a wholly owned subsidiary of Ezidebit.

All financial products and services (Services) will be provided by Ezidebit, on Ezi Management Pty Ltd's behalf. Ezi Management Pty Ltd has authorised the distribution of this FSG.

You can give us instructions by using the contact details set out in this FSG. Details of how to instruct us when using the services are set out in the PDS.

All references to 'Ezidebit', 'us', 'we' or 'our' in this FSG means Ezidebit Pty Ltd.

## How to contact us

Our contact details are:

**Telephone (Local):** (07) 3124 5500

**Telephone (Interstate):** 1300 763 256

**Email:** [info@ezidebit.com.au](mailto:info@ezidebit.com.au)

**Post:** PO Box 3327, Newstead QLD 4006

## Our products and services

Ezidebit is authorised to:

- Provide financial product advice about non-cash payment products; and
- Issue, apply for, acquire, vary or dispose of non-cash payment products.

You should be aware that in providing these services, Ezidebit will provide general advice only and will not take account of your particular needs, objectives or financial situation. You should carefully consider the appropriateness of our Services to your own circumstances before you act on any advice we provide.

## Benefits received by Ezidebit

### Fees and charges

The PDS sets out the fees and charges that apply to our services. See page 8.

### Ezidebit staff

Generally, Ezidebit's staff are salaried employees and do not receive any commissions or fees calculated by reference to the sale of products or services. Sales representatives may receive a sales commission based on the volume of sales and the level of revenue generated from such sales, which may vary from time to time.

You may request further particulars of these commissions by contacting Ezidebit on the details above, however, such a request must be made within a reasonable time after you have been provided with this FSG and before any financial service identified in this FSG has been provided to you.

### Referrers

If you have been referred to Ezidebit by a third party, Ezidebit may have an arrangement with that third party to pay remuneration (including a commission) for the referral.

## Resolving your complaints

Ezidebit is committed to resolving any complaints about our services fairly and efficiently.

### Step 1

If you have a problem or complaint about our services, please contact Ezidebit on either (07) 3124 5500 or 1300 763 256. In most instances, Ezidebit will be able to resolve your concern over the phone.

### Step 2

If you are unsatisfied with how your complaint is managed, you may lodge a formal complaint by contacting Ezidebit on the details set out in this FSG.

Ezidebit will, within five (5) business days of receiving a complaint, acknowledge receipt of the complaint and include in the response:

- Details of Ezidebit's complaints handling procedure
- The name, title and contact details of the Client Support manager who will be handling the complaint
- If the complaint has not been dealt with fully in the first response, then a reasonable estimate of the time it may take Ezidebit to resolve the complaint
- Details of any remedies available to you in respect of the complaint, if applicable.

We will seek to:

- Acknowledge receipt of all complaints within 5 business days.
- Resolve all complaints within 14 days. Where we cannot resolve a complaint within 14 days, we will tell you about the reason for the delay and details about when we expect to resolve the complaint.

Ezidebit will notify you of its decision about your complaint, setting out clear and concise reasons, and inform you of the avenues open to you if you are not satisfied with the response of Ezidebit.

### Step 3

We are a member of the Australian Financial Complaints Authority (AFCA), an independent external dispute resolution scheme. For more information on AFCA, please visit [www.afca.org.au](http://www.afca.org.au).

If you are unsatisfied with how your complaint was dealt with or resolved, or your complaint was not resolved within 45 days you have the option of contacting AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers.

AFCA can be contacted via:

Website: [www.afca.org.au](http://www.afca.org.au)

Email: [info@afca.org.au](mailto:info@afca.org.au)

Telephone 1800 931 678 (free call)

Mail: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

## Compensation arrangements

Ezidebit has professional indemnity insurance in place for itself and its representatives that satisfies the requirements for compensation arrangements under section 912B of the Corporations Act.

## Product Disclosure Statement (PDS)

This Product Disclosure Statement (PDS) is an important document. It provides information in relation to our Services to assist you in making an informed decision about whether the Ezidebit Services will meet your needs.

Please read all of this PDS (and the Ezidebit Terms and Conditions) carefully before deciding whether to lodge an application, or utilise, the services.

The information in this PDS is current as of the date of issue. The information in this PDS (including the services and the fees and charges) may change from time to time. If the change is not materially adverse to you, we may notify you of the change on our website at [www.ezidebit.com](http://www.ezidebit.com). You may obtain a free paper copy of any updated or replacement PDS by contacting us by one of the methods set out in the FSG, which forms part of this PDS. We may update this PDS by issuing a Supplementary PDS or a replacement PDS.

<b>Direct Debit</b>	<p>Ezidebit's Direct Debit Payment System offers a fully automatic direct debit solution that allows for the collection of recurring fees, variable amounts, invoice payments or payment plan amounts from your customers' bank, building society, credit union or credit card and debit card accounts.</p> <p>If you chose this service, in order to use Ezidebit's Direct Debit Payment System your customers must authorise the debiting of their account (debit or credit) and provide details of the amount, start date, frequency and the nominated debit account. Ezidebit will require this authorisation in a form acceptable to us.</p>
<b>BPAY®</b>	<p>Ezidebit's BPAY® Payment System allows you to accept payments using the BPAY® system. The Ezidebit BPAY® Payment System is most appropriate for invoiced or account style payments, however it may also be used for online purchases.</p> <p>If you chose this service, Ezidebit will provide you with either a general biller code and the unique Customer Reference Numbers (CRN) or your own unique biller code and your management system will generate unique CRNs for your customers.</p> <p>Ezidebit can assist to set up and provide details on how to display the BPAY® logo, biller code and CRN on the invoices or statements issued to your customers.</p>
<b>eCommerce</b>	<p>Ezidebit's eCommerce services provide you with a secure payment solution for your website which will allow you to accept credit and debit card payments online. All payments are processed in real time through a merchant account held by you or Ezidebit's merchant account.</p>

Ezidebit can also provide other services to assist you to collect and manage payments from your customers. These include:

- **Ezidebit Online:** This is a secure online payment management facility for your Ezidebit transactions. It allows you to maintain your customers' payment authorities, reconcile your bank deposits with your receivables and follow up late or returned payments.
- **System integration:** Ezidebit's system integrates with a number of popular business management platforms. The integrated business management software will allow You to establish customer direct debits, action amendments and automate payment reconciliation.
- **Card Data Security Compliance:** Ezidebit provides systems, tools and resources for cybersecurity, card data protection and compliance with the requirements of the Payment Card Industry Data Security Standard (PCI DSS). These resources will assist you to become compliant as part of your obligations under Card Scheme regulations and your agreement with Ezidebit. Some of these resources are provided by a specialist third party provider to Ezidebit. Trustwave has agreed to make access to its TrustKeeper product available to Ezidebit's clients.
- **SMS Notifications:** If Ezidebit has a valid Australian mobile phone number recorded against your customer record, it can send the customers payment reminders of their upcoming debit, and forewarning about the expiry of their credit card. Your customers can also receive failed payment notifications if a debit has failed.

## Opening an Ezidebit account

You can sign up for our services at [www.ezidebit.com](http://www.ezidebit.com) by clicking 'Sign Up' and completing the online registration form.

You may also complete and sign the Ezidebit application form.

Our registration and application forms allow you to select the services that you want to receive from Ezidebit.

## Your agreement with Ezidebit

If you sign up to use our services, this combined PDS & FSG, our terms & conditions and your registration or application form constitute your agreement with us (Client Service Agreement).

You can download a copy of our application form and our standard terms and conditions at [www.ezidebit.com](http://www.ezidebit.com) or call us on the phone number included in this PDS for a copy to be sent to you free of charge.

## Benefits

A summary of the key benefits is set out below:

Simple to use	The Ezidebit Payment Systems are simple to set up and easy to use. You can accept payments from credit cards, debit cards, bank accounts and BPAY®. Debits can be managed through your software or ours, online and in real-time.
Payment Convenience	You can offer your customers multiple payment options, making it easier to collect payments from your customers.
Payment scheduling flexibility	Your customers' payments can be for fixed or variable amounts, at regular intervals or for single transactions.
Reduce costs/increase efficiency	When you use Ezidebit, you are managing your revenue in one central platform, assisting you to reduce costs by removing the need to manually reconcile payments on your bank statements, or uploading files to another system.
Improve cash flow	Every business deserves to be paid on time, in the simplest way possible. By setting your customers' recurring payments on auto-pilot, you are improving your cash flow position.
Integration with your software	You can offer your customers multiple payment methods, in our software or yours. A growing list of integrated business management software is available on the Ezidebit website.
Cleared funds	Payments settled to your account are cleared funds so you won't have to adjust your accounts for dishonoured payments.
Reporting	Ezidebit can provide comprehensive reporting tools in Ezidebit Online including details of your payment receipts, new customers, payment dishonours and summary information to help you reconcile your revenue.
Data security	Ezidebit holds the highest level of payment security, PCI DSS Level 1, ensuring that, whilst it is stored with Ezidebit, your customers' data is safe and secure. As an Ezidebit client, you can outsource some, but not all, of your requirements around PCI DSS compliance to us. Ezidebit provides clients with access to systems, tools and resources around cybersecurity and card data protection, and simplifies the process for you to meet your PCI DSS compliance obligations.
eCommerce payment in real-time	You can set up an online store and collect your revenue with Ezidebit. The Ezidebit Payment System can be integrated with your existing website shopping cart, or integrated with selected business management software to automate payment reconciliation. A list of presently supported business management software referred to above is available on the Ezidebit website.

## Risks

Using our services carry some risks, some of which are outside of the control of Ezidebit. A summary of the significant risks is set out below:

Payment reversals/Chargebacks	If you receive a payment that is reversed or charged back for any reason, including because the payment was not authorised by the customer, you will, unless we agree otherwise, be liable to us for the amount of the reversed transaction, plus any fees we incur as a result of the reversal.
Returned payments	You will be charged service and transaction fees by us for transactions undertaken by customers, even if the transaction was not successful or the payment is dishonoured. Also, additional dishonour fees may apply.
Holding back funds or set off	We will hold the funds directed to you using our Ezidebit Payment Systems. These funds will not be forwarded to you until cleared but, in some cases, may not be forwarded to you on clearance. If Ezidebit suspects that you have acted fraudulently or illegally, Ezidebit reserves the right to hold associated monies until the issue is resolved. Ezidebit may also have the right to debit an amount from your account against amounts you owe us.
Unauthorised access to your Ezidebit Online account	Unless you take adequate security precautions, it may be possible for unauthorised persons to gain access to your account and use and view your information or send us instructions using your passwords. You should always ensure that appropriate steps are taken to reduce this risk.
Card data security breaches	Whilst Ezidebit is a certified PCI DSS Level 1 compliant service provider, you have obligations to be PCI DSS compliant. If you do not maintain PCI DSS compliance and suffer a data breach, you may be subject to, among other things, fines from the Card Schemes and have restrictions placed on your payment processing. Ezidebit provides systems, tools and resources for cybersecurity, card data protection and PCI DSS compliance to assist you to meet your obligations.
Service disruption	Use of our service may be disrupted if technology or systems employed by Ezidebit, our partner financial institutions or other businesses involved in the payment process fail for whatever reason, and may result in delays in payments being processed by Ezidebit and credited to your account.

## Taxation Implications

All funds received by you from your customer through use of the services will usually have the same character from a taxation perspective as funds received by you from customers through traditional payment methods. You should obtain independent taxation advice as this may not be the case for all payments and the payment of fees and charges charged by Ezidebit in relation to the services may not be deductible in all circumstances.

## Fees and charges

The fees and charges that we will charge you for our services will be set out in your registration or application form which forms part of your Client Service Agreement. These will be based on and will be for an amount up to the fees and charges set out in the fee schedule below. We may vary your fees and charges to an amount up to and including the amount specified in the table below in accordance with the Terms and Conditions, which form part of your Client Service Agreement.

We reserve the right to deduct the fees and charges from amounts paid by customers using our Direct Debit, BPAY® or eCommerce services.

Transaction Fees			
Direct Debit Transaction Fee – from bank account, credit union or building society	Up to	\$2.20	Per transaction
Direct Debit Service Fee – Domestic Visa or Mastercard	Up to	2.70% <sup>1</sup>	Calculated on the transaction value processed
Direct Debit Service Fee – Amex or Diners	Up to	4.40% <sup>1</sup>	Calculated on the transaction value processed
BPAY Transaction Fee – bank account, Visa or Mastercard	Up to	\$2.20	Per transaction
BPAY Service Fee – Visa or Mastercard	Up to	2.20%	Calculated on the transaction value processed
eCommerce Transaction Fee – online payments	Up to	\$1.10	Per transaction
eCommerce Service Fee – Visa or Mastercard	Up to	3.90%	Calculated on the transaction value processed
eCommerce Service Fee – Amex or Diners	Up to	5.50%	Calculated on the transaction value processed
Credit Card Micropayment Service Fee – Domestic Visa or Mastercard	Up to	4.95%	Calculated on the transaction value processed where the amount is less than \$30.00
International Card Surcharge	Up to	2.00%	Calculated on the transaction value processed plus Visa / Mastercard Service Fee
High Value Bank Debit Surcharge	Up to	1.00%	Transactions over \$2,000.00
Failed Payment Fee	Up to	\$2.20	Per failed transaction

Other Fees			
Administration Fee	Up to	\$9.90	Once per Direct Debit Request
BPAY Establishment Fee	Up to	\$550.00	Per BPAY facility established
eCommerce Establishment Fee	Up to	\$55.00	Per eCommerce facility established
SMS (Short Message Service) Notification Reminder	Up to	\$0.45	Per SMS
Minimum Monthly Fee	Up to	\$29.70	Per month <sup>2</sup>
eCommerce Monthly Access Fee	Up to	\$19.95	Per month
Refund Fee	Up to	\$5.50	Per refund
Settlement Fee	Up to	\$2.20	Per settlement
Gift Receipt	Up to	\$1.10	Per gift receipt
Chargeback Fee or Claim Fee	Up to	\$44.00	Per Chargeback or Claim applied
Client Dishonour Fee <sup>3</sup>	Up to	\$4.40	Per Direct Debit transaction dishonoured – paid by you



Payer Dishonour Fee <sup>3</sup>	Up to	\$19.90	Per Direct Debit transaction dishonoured – paid by your customer
PCI / Data Security Establishment Fee	Up to	\$200.00	Once off fee per business entity
PCI / Data Security Monthly Fee	Up to	\$30.00	Per month per business entity

- All fees are stated in Australian dollars and inclusive of GST
- Ezidebit may waive, vary or reduce the fees and charges in certain circumstances
- <sup>1</sup>Minimum transaction fee of \$2.20 may apply
- <sup>2</sup>If the total amount of Transaction Fees paid by you or your customers is less than the minimum monthly fee, the difference will be charged to your account
- <sup>3</sup>Dishonour fee is either paid by you or your customer – it is not charged to both for a dishonoured transaction



## For Further Information

**Call:** 1300 763 256

**Visit:** [www.ezidebit.com](http://www.ezidebit.com)

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

ACN 096 902 813

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