

***emERCHANTS***  
***empowering*** | Your Money

**Nimble**  
Financial Services Guide

# Financial Services Guide

## Purpose and Contents of this Financial Services Guide

This Financial Services Guide ("FSG") is issued by Emerchants Payment Solutions Limited ("EPSL").

This FSG is an important document which provides information about the financial services offered by EPSL and the Corporate Authorised Representative of EPSL, Nimble Australia Pty Limited ("Nimble"), 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.

**Important: EPSL and its Representatives will not provide personal advice (advice that takes into consideration one or more of your financial objectives, circumstances or needs). We are obliged to warn you that advice provided to you as a retail client does not take account of your objectives, financial situation or needs. Therefore, you are required to ensure that you obtain advice from a licensed professional regarding the suitability, for your own circumstances, of utilising our products and services.**

## About EPSL

EPSL (ABN 30 131 436 532) is an Australian Financial Services Licensee, Licence No. 404131. EPSL arranges for the sale and distribution of the Emerchants Reloadable Visa Prepaid Card.

EPSL's Head Office is located at:

Level 2, 26 Commercial Road, Newstead QLD 4006

Ph: (07) 3607 0100

Fax: (07) 3607 0111

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

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

- Nimble arranges for the sale of and provides general financial product advice in relation to the Emerchants Reloadable Visa Prepaid Card; and
- EPSL promotes the Emerchants Reloadable Visa Prepaid Card.

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

## Your Representative

The Authorised Representative entity is Nimble Australia Pty Limited, ABN 91 135 501 807, Authorised Representative number 344603. Nimble is authorised by EPSL to arrange for the issue of, and to provide general financial product advice in relation to the Emerchants Reloadable Visa Prepaid Card. Nimble is not authorised to give you personal financial product advice in relation to the Emerchants Reloadable Visa Prepaid Card.

Business Address: Level 6, Seabank Centre, 12-14 Marine Parade,  
Southport QLD 4215

Postal Address: PO Box 3592, Australia Fair QLD 4215

Telephone: 133 156

Facsimile: (07) 5591 7616

## What Kinds of Financial Products and Services Can Nimble 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.

Your Representative can only provide advice on deposit and non-cash payment products limited to the Emerchants Reloadable Visa Prepaid 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 Emerchants Reloadable Visa Prepaid 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 Nimble are not related entities. Nimble do not have any relationships or associations that might influence us in providing you with our services.

Nimble is the provider of the credit facility under Australian Credit Licence conditions for which funds are loaded onto the Emerchants Reloadable Visa Prepaid Card. The remuneration received by Nimble for the provision of the credit facility/loan monies is disclosed in their credit contract and has no relation to the issue of the Emerchants Reloadable Visa Prepaid Card. Nimble does not receive a split of the Emerchants Reloadable Visa Prepaid Card fees and charges.

## How Are We Paid for Providing Financial Services

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

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Description	EPSL Fee	Card Holder
Monthly maintenance fee	Free	Free
Online balance enquiry	Free	Free
Cardholder service desk	Free	Free

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Fraud monitoring	Free	Free
POS purchase	Free	Free
POS decline	Free	Free
ATM Withdrawal (Australia)	Nil	ATM Owners Fee
Card Load (Pay Anyone from Bank)	\$1.99	\$1.99
Card Load (BPAY®)	\$2.79	\$2.79
Card Unload (BPAY® out)	Free	Free
Card Unload (Pay anyone out)	Free	Free
Foreign Exchange Fee (overseas transactions)	2.99%	2.99%

The table above represents a summary of the fee splits applicable to the Emerchants Reloadable Visa Prepaid Card.

EPSL receives interest income from Heritage Bank Limited (an Authorised Deposit Taking Institution) on the total card holder funds held in Heritage Bank's accounts in relation to the Emerchants Reloadable Visa Prepaid 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 (07) 3607 0100 during business hours and ask to speak to our Complaints Officer.

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 Risk & Compliance Manager  
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

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 A\$5,000,000 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 responsibilities to you.