

railspay

Parpera Mastercard Business Debit Card® (“Card”)

Financial Services Guide (“FSG”)

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A. General Information

1. What is the purpose and contents of this FSG?

- 1.1 This FSG is issued by RailsPAY Pty Ltd ABN 17 646 031 558 (“RailsPAY”, “us”, “our” or “we”). Our Australian financial services licence (“AFSL”) number 530983 authorises us to:
 - deal in and provide general financial product advice relating to deposit products and non-cash payment products; and
 - appoint authorised representatives to act on our behalf.
- 1.2 We provide services as the issuer of the Parpera Mastercard Business Debit Card (“Card”).
- 1.3 This FSG is an important document. This FSG is designed to help you to decide whether to use the services which are offered in this FSG, and lets you know of any remuneration, commission or benefit that will be received by us or someone else.

2. Why should you read this FSG?

- 2.1 After you read this FSG, you will know:
 - Who we are and how to contact us;
 - What financial services can be provided to you;
 - 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; and
 - How to access our internal and external complaints handling arrangements.
- 2.2 The content of this FSG is general information only. This FSG does not take into account any person’s particular needs or objectives. We provide no warranty as to the suitability, for any person, of the services outlined in this FSG.

2.3 If you need any more information than is contained in this FSG, then please contact Parpera Australia Pty Ltd ABN 47 641 580 743 ("Parpera"). Parpera is:

- The card programme manager and card distributor, in which capacity it will deliver the Card; and
- Our authorised representative (No. 001292372).

2.4 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.

3. How can you contact us?

3.1 Parpera will be your first point of contact. You can contact Parpera, or us through Parpera, on Parpera's:

- Website through the secure link, at <https://www.parpera.com>; or
- Mobile user application, via in-app chat; or
- Member support, via email at support@parpera.com.

B. Products and Services

4. What kinds of financial products and services can we provide?

4.1 We provide services as the Card issuer and act only on our behalf in doing so.

4.2 To enable us to perform these services:

- We hold our own AFSL; and
- We have a business relationship with Parpera, which acts as the card programme manager and card distributor.

4.3 Under our arrangement with Parpera:

- Parpera, as our authorised representative, can arrange for your Card to be issued by us and for us to provide other related services, as the Card issuer; and
 - Your Card will be issued by us and we will provide other related services in accordance with Parpera’s offer to you, if you accept their offer.
- 4.4 We do not provide either personal or general advice about the Card. General advice is when we give you information, other than just factual information, that is intended to influence you to take up the Card. Personal advice is advice when your objectives, financial situation or needs have been or would be expected to be considered. This means that we will not have inquired about or taken your objectives, financial situation or needs into account whenever we issue the Card. By acting as the issuer only, we do not advise anyone on, or influence her or him in favour of, the Card or its issue to the person.
- 4.5 You must decide whether the Card 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 an Australian Financial Services licence and who is authorised to provide personal advice.
- 4.6 Volt is not responsible where we provide any services to you, and we are not responsible where Volt provides any services to you. You should therefore ask us or Parpera to confirm specifically that the service or product relates to the Card, prior to acting on any general advice.

5. What can the Card do?

- 5.1 The Card is a personal, non-transferable, card scheme-branded debit card. The Card is linked to the separate deposit account which is issued by Volt Bank Limited ABN 67 622 375 722 (AFSL No. 504782) (“Volt”).
- 5.2 If the relevant card scheme and/or programme allows, then the Card can be used to enter into a transaction, which includes:

- Purchasing goods and/or services from merchants who are affiliated with the card scheme on the Card;
- Withdrawing cash from authorised banks worldwide;
- Receiving cash back or rebates from certain merchants, which depends on the merchant; and
- Making cash withdrawals from ATMs.

5.3 The Card is reloadable, which means that value can be loaded to and from it as many times as the cardholder likes, during its currency and within its limits.

5.4 The Card is not a credit or charge card. A cardholder can access only the value which has been loaded or linked to the Card. The Card does not generate any interest or other return on the value which is loaded or linked to the Card.

6. Where do you find important information on the Card's costs, benefits, risks, etc?

6.1 Before or at the time you are offered the Card, we also provide you with, or explain how to access, the Product Disclosure Statement ("PDS") for the Card, which is available [here](#).

6.2 The PDS contains information about the costs, benefits, risks and other features of the Card. You should read the PDS to enable you to make an informed decision prior to acquiring the Card.

7. Can you provide us with instructions?

7.1 You may provide us with specific instructions by contacting us through Parpera, as set out above.

C. Other Specific Information

8. Do we have any relevant conflicts of interest to disclose to you?

8.1 RailsPAY and Volt are not related entities. RailsPAY does not have any relationships or associations which might influence us in providing you with our services.

9. How do you pay for the financial services?

9.1 The PDS sets out the details of the fees which you pay in respect of the Card.

9.2 The following table summarises a number of the amounts for the key fees.

Key fees to be paid by cardholder (inclusive of GST)	
Fee description	Fee amount
Foreign exchange fee	0%
Disputed transaction fee (per transaction)	\$25.00
Replacement Card	\$0 (and no delivery fees apply)
Apple Pay/Google Pay	\$0 (but mobile data charges apply when using Apple Pay)

9.3 RailsPAY does not receive interest income on the total cardholder funds held in the Volt-issued deposit account in respect of the Card.

- 9.4 Employees of Volt or RailsPAY do not receive, whether directly or indirectly, any fee, commission, benefit or advantage (pecuniary or otherwise) in respect of the financial services provided.
- 9.5 RailsPAY directors and staff are remunerated by salary which includes superannuation benefits. RailsPAY's staff may also be eligible for an annual bonus payment based on agreed performance levels.
- 9.6 The available balance on your Card is in Australian dollars. Transactions made in a currency other than Australian dollars will be subject to the prevailing MasterCard exchange rate at the time, plus a percentage-based foreign exchange fee as shown in the table above.
- 9.7 Example of foreign exchange fee:
- You make a purchase from a merchant located outside Australia (e.g. USA);
 - At the time, MasterCard's prevailing exchange rate is US\$1.00 = \$0.95 Australian;
 - You spend US\$200.00;
 - The Australian dollar amount is US\$200.00 x \$0.95 = \$190.00; and
 - Accordingly, the foreign exchange fee is 0% x \$190.00 = \$0.00

10. What are our record keeping obligations?

- 10.1 We seek to ensure that comprehensive and accurate records of all services and products, as well as client dealings, are properly maintained.

11. How can you ask questions, resolve issues or make complaints?

- 11.1 If you have a query about the Card, then you can contact Parpera, as set out above.

11.2 If you are unable to resolve your issue with Parpera immediately, then Parpera will:

- Let you know who is handling your complaint;
- Keep you informed of what is happening; and
- Aim to resolve your complaint within five Business Days, if possible.

11.3 Once your complaint is resolved, Parpera will check with you, to make sure you are satisfied with how your complaint was handled.

11.4 If Parpera is unable to resolve your complaint to your satisfaction within five Business Days, if possible, then you can escalate the complaint to the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers. You can contact AFCA at:

- Mail: GPO Box 3, Melbourne, Victoria 3001
- Phone: 1800 931 678 (free call)
- Website: www.afca.org.au
- Email: info@afca.org.au

12. What insurance is in place?

12.1 We have professional indemnity insurance to cover the financial services we provide or issue. The policy that we maintain provides coverage to cover claims regarding professional indemnity, including misleading and deceptive conduct, intellectual property, defamation and fraud/dishonesty. This policy also enables us to meet the compensation requirements contained in the Corporations Act 2001.

12.2 In relation to the separate Volt-issued deposit account, please reach out to Volt on the compensation arrangements that they have in place to compensate retail clients for losses which they suffer as a result of a breach by Volt or its authorised representatives of their respective obligations in respect of the provision of financial services to you.

13. How do we protect your privacy?

- 13.1 Your privacy is important to us. We are committed to compliance with the Privacy Act and the Australian Privacy Principles.
- 13.2 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. We will not otherwise disclose your personal information without your consent, except as authorised or required by privacy laws.
- 13.3 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: <https://www.railsbank.com/privacy-policy> (please refer to the Australia section of this webpage).
- 13.4 Please contact us if you have any concerns.

14. What are our anti-money laundering and counter-terrorism financing obligations?

- 14.1 Under the Anti-Money Laundering and Counter-Terrorism Financing Act (AML/CTF Act), we must verify your identity before we can provide you with any financial services. We will let you know what documentation you will need to present to satisfy the customer identification requirements under the AML/CTF Act.

15. Do we have adequate compliance systems?

- 15.1 We remain up to date on industry compliance issues, as does Volt pursuant to its Australian Financial Services Licence. This requires staff and authorised representatives (like Parpera) to undergo ongoing training in respect of our and their responsibilities to you.