

Airwallex PayID Terms

Last updated: 14 January 2026

These Airwallex PayID Terms (“**PayID Terms**”) apply to your use of the PayID service. They supplement and form part of your agreement with Airwallex, and should be read in conjunction with any other terms and conditions applicable to your Airwallex account (the “**Airwallex Terms**”, which include the General Terms, Treasury Management Terms, Payments Terms, and Privacy Policy, as updated from time to time).

By using PayID, you agree to these PayID Terms. If there is any inconsistency between the Airwallex Terms and these PayID Terms, these PayID Terms will apply to the extent of that inconsistency, unless these PayID Terms expressly state that they should be read subject to the Airwallex Terms.

Capitalised terms used in these PayID Terms but which are not defined, shall have the meaning given to them in the Airwallex Terms.

The words “including”, “include(s)”, “for example”, and similar expressions are illustrative and are not exhaustive.

These PayID Terms are issued by: Airwallex Pty Limited and Airwallex SVF Pty Ltd.

These PayID Terms were last updated as of the date listed above, but we may change any of the information contained in these terms as may be necessary to provide the PayID service.

N1.1. Definitions

Account means your account with us.

Authorised User means you and any person you have authorised to operate your Account.

Closed in relation to PayID, means a PayID which is removed from the PayID service, and unable to be used for NPP Payments.

Locked in relation to a PayID, means a PayID which we have temporarily disabled in the PayID service.

Misdirected Payment means an NPP Payment erroneously credited to the wrong account because of an error in relation to the recording of the PayID or associated account information in the PayID service.

Mistaken Payment means an NPP Payment, made by a payer who is a ‘user’ for the purposes of the ePayments Code, which is erroneously credited to the wrong account because of the payer’s error.

NPP means New Payments Platform operated by NPP Australia Limited.

NPP Payments means payments cleared and settled via the NPP.

Organisation ID means an identifier for a customer that is a business customer or organisation, constructed by us as <business name> and/or <description of business/campaign/product> and/or <geographic location/state>.

PayID® means the identifier you choose to use to receive NPP Payments.

PayID Name means the name we give you or the name selected by you (with our approval) to identify you to Payers when your PayID is used to make an NPP Payment.

PayID Service means the central payment addressing service which is available for addressing NPP Payments.

PayID Type means, subject to availability, the type of identifier you select for receiving NPP Payments.

Privacy Law means the Privacy Act 1988 (Cth) and any legislation which applies to you from time to time in force in Australia.

Privacy Policy means our Privacy Policy as amended from time to time and available at <https://www.airwallex.com/au/terms/privacy-policy#scope-of-policy>.

We, us, our and Airwallex means Airwallex Pty Limited and Airwallex SVF Pty Ltd.

You and **your** means the customer who, at the time the PayID service is provided, may be an individual, a group of joint account holders, or a business entity, that holds the relevant Airwallex account for the PayID service.

N1.2. PayID Terms of Use

A. NPP Payments and Mandate Payments using PayID

- (i) The PayID service is the NPP Payment and message addressing service that enables payers to make NPP Payments to payees using an alternative identifier instead of the payee's Account details and that enables MPS Users to route payer-authorised Mandate Creation requests and Mandate Payment Initiation Requests to payers' financial institutions for processing Mandate Payments from payers' Accounts.
- (ii) Before you can create your PayID for your Account with us, you have to satisfy us that you either own or are authorised to use your chosen PayID and you have an eligible Account. For details of eligible accounts go to the [Account Eligibility](#) page on our website.
- (iii) Whether you choose to create a PayID for your Account or not, you and each Authorised User, may use a payee's PayID to make particular types of NPP Payments to the payee from your Account provided that:
 - A. we and the payee's financial institutions support the NPP Payment service;
 - B. the payee's account is able to receive the particular NPP Payment; and
 - C. the PayID is not locked.
- (iv) For terms of:
 - A. how PayID may be used for particular NPP Payment services, your obligations to input correct PayID details and to check the payee's PayID Name before sending an NPP Payment see the [Osko Terms](#) on our website;
 - B. your rights in relation to the investigation and recovery of Mistaken Payments, Misdirected Payments and unauthorised (including fraudulent) NPP Payments, see the [Osko Terms](#) on our website; and

B. Choosing a PayID and PayID Name

- (i) You can review the full list of PayID Types we support in our product documentation (<https://www.airwallex.com/docs>). We may update this list from time to time.
- (ii) You may create a PayID as long as it is a supported PayID Type. Some PayID Types, for example Organisation IDs, are restricted to business customers and organisations. Only eligible customers will be able to create a PayID that is a restricted PayID Type.
- (iii) You must satisfy us that you own or are authorised to use your chosen PayID before you can use it to receive NPP Payments. This means we may ask you to provide evidence to establish this to our satisfaction, whether you are already registered for any other mobile or online banking or online payment services with us or not.
- (iv) Depending on the policy of a payer's financial institution, your PayID Name may be displayed to payers who send NPP Payment to you. At the same time you create your PayID, we will enable you to confirm your selection of a PayID Name for display to payers.
- (v) We will not permit selection of a PayID Name that is likely to mislead or deceive a payer into sending you NPP Payments intended for another payee, or which for any reason is inappropriate.

C. Creating your PayID

- (i) You can create a PayID for receiving NPP Payments through the Airwallex Platform via the Webapp or an Airwallex API. We will not create a PayID for you without your prior consent.
- (ii) You may choose to create more than one PayID for your Account.

- (iii) If your Account is a joint account, you and each other joint account holder can create a unique PayID for the Account.
- (iv) If you have Authorised Users on your Account, each Authorised User may create a unique PayID for the Account.
- (v) Once a PayID is created and linked to your Account, it may not be used in relation to any other account or with us or with any other financial institution. See clauses D and E for details on transferring PayIDs.
- (vi) The PayID service does not support duplicate PayIDs. If you try to create a PayID for your Account which is identical to another PayID in the service, you will see the following message (or a similar message): "*Unable to Register PayID*". You can contact us to discuss duplicate PayIDs at support@airwallex.com. We cannot disclose details of any personal information in connection with duplicate PayIDs.

D. Transferring your PayID to another Account

- (i) You can transfer your PayID to another account with us, or to an account with another financial institution by submitting a request to us through the Airwallex Platform via the Webapp or an Airwallex API.
- (ii) A transfer of your PayID to another account *with us* will generally be effective immediately, unless we notify you otherwise.
- (iii) A transfer of your PayID to *another financial institution* is a two-step process initiated by you and completed by that financial institution. First, ask us to put your PayID into a transfer state and then complete the transfer via your new financial institution. Until the transfer is completed, NPP Payments to your PayID will be directed to your Account with us. If the other financial institution does not complete the transfer within 14 days, the transfer will be deemed to be ineffective and your PayID will remain with your Account. You can request a transfer of your PayID at any time. But a locked PayID cannot be transferred.

E. Transferring your PayID from another Financial Institution to your Account

- (i) To transfer a PayID that you created for an account with another financial institution to your Account with us, you will need to start the process with that financial institution.

F. Closing a PayID

- (i) To close your PayID, submit a request to us through the Airwallex Platform via the Webapp or an Airwallex API.
- (ii) You must notify us immediately if you no longer own or have authority to use your PayID.

G. Locking and Unlocking a PayID

- (i) We monitor PayID use to manage PayID misuse and fraud. You acknowledge and consent to us locking your PayID if we reasonably suspect misuse of your PayID or use of your PayID to procure NPP Payments fraudulently.
- (ii) Requests to unlock a locked PayID may be made at support@airwallex.com.

H. NPP Payments into Your Account

- (i) We will ensure that your PayID and Account details are accurately recorded in the PayID service.
- (ii) Where we and the sending financial institution determine that the NPP Payment made to your Account is either a Mistaken Payment or a Misdirected Payment, we may, without your consent, and subject to complying with any other applicable Terms and Conditions (including the Airwallex Terms), deduct from your Account, an amount up to the original amount of the Mistaken Payment or Misdirected Payment. We will notify you if this occurs.

I. Privacy

- (i) By creating your PayID you acknowledge that you authorise:
 - A. us to record your PayID, PayID Name and Account details (including full legal account name) (**PayID Record**) in the PayID service;
 - B. NPP Participants which are payers' financial institutions to use your PayID information for the purposes of constructing NPP Payment messages, enabling payers to make NPP Payments to you, and to disclose your PayID Name to payers for NPP Payment validation; and
 - C. NPP Participants and Connected Institutions to access your PayID information for the purposes of creating and sending Mandate Creation Requests to us for delivery to you for authorisation and for the purposes of sending Mandate Payment Initiation Requests in connection with your authorised Mandates, to us for processing from your Account.

To the extent that the creation and use of the PayID Record constitutes a disclosure, storage and use of your personal information within the meaning of the Privacy Law, you acknowledge and agree that you consent to that disclosure, storage and use.

INTERNAL USE: REVISION HISTORY

Revision History table applies from the first version tabled onwards.

Version	Author	Date	Revision
V1.0	AP+ Legal and Governance	12/01/2026	Version as at the date of scheme harmonisation.
V2.0	Airwallex Legal	14/01/2026	Version updated by Airwallex.