



Financial Services Guide

Stake Airwallex Wallet Services

22 July 2021

FINANCIAL SERVICES GUIDE

STAKE AIRWALLEX WALLET SERVICES

This Financial Services Guide (**FSG**) contains information about the financial services that will be provided to you through the Airwallex Platform (**Platform**) by Stakeshop Pty Ltd (ABN 99 610 105 505) (**Stake**).

IMPORTANT INFORMATION ABOUT THIS DOCUMENT

Purpose

This FSG is prepared by Airwallex Pty Ltd (ABN 37 609 653 312, AFSL No. 487221) (**Airwallex, us, our or we**). Under our Australian Financial Services Licence, we are authorised to provide certain financial services to retail and wholesale clients, including the issue of non-cash payment products.

Stake has been appointed as an authorised representative of Airwallex and is authorised by Airwallex to provide this FSG to you. Stake's authorised representative number is 001241398.

This FSG is an important document, which provides information about the financial services that Airwallex or Stake and those employees, agents and contractors of Stake who are authorised to provide specified financial services on behalf of Airwallex will, or are likely to, provide to you in relation to the Stake Payment Solution. This FSG is designed to assist you in deciding whether to use those financial services.

Additionally, it explains your rights as a client, any charges and fees you may be liable to pay to Stake and Airwallex, and the mechanisms that Airwallex and Stake will use to resolve any complaint you might have against us.

This FSG does not deal with any other financial services that Stake may provide to you that are not the arranging of the Airwallex Services (described below) to be provided to you. You should consult Stake for information on any other services Stake may provide to you.

Additional Documents

In addition to this FSG, we will provide you with a Product Disclosure Statement in respect of the Airwallex Services (**PDS**). The PDS is designed to provide important information about key features, significant benefits and significant risks of the Airwallex Services to assist you in making an informed decision about whether to use the Airwallex Services. It will also outline the fees and charges associated with the Airwallex Services. Please read and consider the PDS before using the Airwallex Services.

If Airwallex provides you with general advice, then any information provided is for general information purposes only and does not take into account your objectives, financial situation or needs. You should consider the appropriateness of the information in light of your own objectives, financial situation or needs. You should also take all reasonable steps to understand the potential outcomes of the transactions that the use of the Airwallex Services offers. We do not provide personal advice. As such, you should not expect to receive a statement of advice from us or Stake.

Insurance

Airwallex and Stake each have arrangements in place to maintain adequate professional indemnity insurance as required by section 912B of the *Corporations Act 2001* (Cth).

Our insurance provides cover for claims made against us and our representatives or employees, including claims in relation to the conduct of any of our representatives or employees who no longer work for us, but who did so at the time of the relevant conduct.

You do not have a direct right to claim under these insurances.

ABOUT AIRWALLEX AND STAKE

Airwallex

Airwallex is a holder of an Australian Financial Services Licence (no. 487221) (**AFSL**) and is regulated by the Australian Securities and Investments Commission and is registered with AUSTRAC as an Independent Remittance Dealer (account no. 100516662). Airwallex is authorised under its AFSL to (among other things) deal in a financial product by issuing deposit and payment products (limited to non-cash payment products and foreign exchange contracts) in respect of retail and wholesale clients.

Airwallex is responsible for the financial products that it issues and the dealings of its representatives that are done on Airwallex's behalf. Airwallex is responsible for the content of this FSG and authorises Stake to provide it to you.

Stake

Airwallex and Stake have entered into a commercial agreement with each other in relation to the payment solution that Stake provides through the Stake Platform. Stake arranges for the issue of the Airwallex Services as an authorised representative of Airwallex. Stake's authorised representative number is 001241398.

Who we and Stake act for

As Airwallex is the product issuer, Airwallex is acting on its own behalf when it provides the Airwallex Services to you, and not for you.

Stake, as an authorised representative of Airwallex, arranges for the issue of the relevant financial services through the Stake Platform for Airwallex, and in doing so acts for Airwallex, not for you.

SERVICES THAT WE AND STAKE PROVIDE TO YOU

Airwallex

Airwallex is authorised under its AFSL to issue certain financial products to you. The financial products that Airwallex can offer include a facility to send money (a non-cash payment facility). This financial product is accessible through the user interface of the Stake Platform.

The Airwallex Services that you can access through the Stake Platform include:

- **Wallet Services** – a facility to hold funds for financial services (the **Wallet**);
- **Top Up and Collection Services** – the ability to top up funds to the Wallet and receive proceeds and other payments from Stake; and
- **Payout Services** – the ability to pay out funds from the Wallet to a linked bank account or Stake,

(collectively, the **Airwallex Services**).

We do not provide any financial services relating to the arranging for the issue of securities and/or the giving of financial product advice in relation to the arranging for the issue of securities.

Stake

Stake is authorised by Airwallex to arrange for the Airwallex Services to be provided to you in connection with your use of the Stake Platform.

No other advice services

You may wish to receive information or advice that is beyond the scope of the financial services that we or Stake are able to provide, such as tax-related questions. However, neither Airwallex nor Stake is authorised to provide you with such information or advice, and you should seek such information or advice from appropriate professionals.

HOW YOU CAN INSTRUCT AIRWALLEX OR STAKE

You may provide instructions to Airwallex in relation to the use of the Airwallex Services by logging into and using the Stake Platform. You can also provide instructions to Airwallex or Stake by contacting either of them as set out at the end of this FSG.

REMUNERATION

The employees of Airwallex and Stake are remunerated by an annual salary and they may also be eligible to receive an annual bonus or other incentives, at a company, team and individual level. The payment of such bonus or incentive will depend on several factors including:

- company performance;
- personal attitude, professionalism and adherence to compliance procedures; and
- team performance.

You may have been referred to Stake or Airwallex directly or incidentally. Depending on the circumstances, the referring entity may receive a commission, based either on a flat referral fee or on certain transactions upon referral.

Airwallex is entitled to keep any interest earned on the monies held on Wallet balances. Additionally, under the commercial arrangement that Airwallex and Stake have entered into in connection with the Stake Platform, Airwallex can offer Stake foreign exchange contracts

and earns foreign exchange revenue whenever Stake performs a foreign currency conversion (at a volume-based margin).

You can request more specific details of the benefits that will be received by Airwallex in relation to a financial services described in this FSG by contacting us using the contact details set out at the end of this FSG.

If you wish to be provided with this information, you must make your request within a reasonable time after you are provided with this FSG, and in any event, before any financial service is provided to you by Airwallex or Stake.

CONFLICTS OF INTEREST WHICH MAY INFLUENCE US

Airwallex and Stake do not have any relationships or associations with third parties which might influence Airwallex or Stake in providing you with the services.

Airwallex has policies and procedures that aim to avoid and/or manage conflicts of interest that may arise between Airwallex and third parties from time to time.

WHAT SHOULD YOU DO IF YOU HAVE A COMPLAINT?

If you would like to make a complaint regarding any of the Airwallex Services, please contact the Airwallex Customer Support team at complaints.au@airwallex.com or 13 32 99 (Australia) or +61 3 9068 5517 (International) or the Stake Complaints Manager at hello@hellostake.com or +61 2 8294 6304.

Airwallex is a member of an independent dispute resolution scheme, the Australian Financial Complaints Authority (**AFCA**). In the event that your complaint or concern cannot be resolved following our internal complaints procedure, you can escalate the matter to AFCA. Their contact details are:

Australian Financial Complaints Authority

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

PERSONAL INFORMATION

Airwallex and Stake are committed to protecting your data, privacy and financial details, in accordance with the data protection regulations of the jurisdictions within which we operate including the *Privacy Act 1988* (Cth) and, in respect of Airwallex, the *Anti-Money Laundering & Counter-Terrorism Financing Act 2006* (Cth) (**AML/CTF Act**).

The Airwallex Privacy Policy (available at www.airwallex.com/au/terms/) and the Stake Privacy Policy (available at www.hellostake.com/au/legal/) each sets out the basis on which each of Airwallex and Stake will process any personal information you provide us with, or that we collect from you.

Airwallex will let you know what documentation you will need to present to satisfy the customer identification requirements under the AML/CTF Act. If you do not provide some or all of the information requested, Airwallex may not be able to provide you with our services.

Airwallex and Stake may occasionally contact you with offers and information about new services. You can unsubscribe from these communications at any time by following the instructions at the end of all marketing emails and texts, or:

- in respect of communications from Airwallex, contacting Airwallex using any of the contact information set out at the end of this FSG; and
- in respect of communications from Stake, contacting Stake using any of the contact information set out at the end of this FSG.

Airwallex and Stake do not sell or rent your information to third parties and will not provide your information to any third parties other than in accordance with the Airwallex Privacy Policy (available at www.airwallex.com/au/terms/) and Stake Privacy Policy (available at www.hellostake.com/au/legal/).

CONTACT DETAILS

Airwallex

Address: Airwallex Pty Ltd
Attn: Customer Support
Level 7, 15 William Street
Melbourne, Victoria 3000

Website: www.airwallex.com

Email: support@airwallex.com

Telephone: 13 32 99 (Australia)
+61 3 9068 5517 (International)

Stake

Address: Stakeshop Pty Ltd
Level 10, Aurora Place, 88 Phillip Street
Sydney, New South Wales 2000

Website: www.hellostake.com/au

Email: hello@hellostake.com

Telephone: +61 2 8294 6304