



Financial Services Guide

Volopay Australia

1 November 2021

FINANCIAL SERVICES GUIDE

VOLOPAY AUSTRALIA

This Financial Services Guide (**FSG**) contains information about the financial services that will be provided to you through the Airwallex Platform (**Platform**) by Volopay Pty Ltd (ACN 645 096 635) (**Volopay**).

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**) and provided to you by our authorised representative, Volopay (number 001289147). 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.

Volopay has been appointed as an authorised representative of Airwallex and is authorised by Airwallex to provide this FSG to you. Volopay's authorised representative number is 001289147.

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

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

This FSG does not deal with any other financial services that Volopay may provide to you that are not the arranging of the Airwallex Services (described below) to be provided to you. You should consult Volopay for information on any other services Volopay 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**), both of which are given to you during the online sign-up process for the Airwallex Services. 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 or Volopay 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 Volopay.

Insurance

Airwallex and Volopay 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 VOLOPAY

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 performed on Airwallex's behalf. Airwallex is responsible for the content of this FSG and authorises Volopay to provide it to you.

Volopay

You have separately acquired a payment solution from Volopay or its related bodies corporate in accordance with the terms set out on its website at <https://www.volopay.co/au/terms> (**Volopay Payment Solution**).

Airwallex and Volopay have entered into a commercial arrangement with each other in relation to the Volopay Payment Solution, under which Volopay is authorised by Airwallex to arrange for the issue of the Services and to provide general advice regarding the same, as an authorised representative of Airwallex. Volopay's authorised representative number is 001289147. Volopay pays a range of management and administration fees to Airwallex for Airwallex's role as product issuer under the commercial arrangement.

Who we and Volopay 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.

Volopay, as an authorised representative of Airwallex:

- 1) arranges for the issue of the Services for Airwallex through the Volopay Payment Solution; and
- 2) provides general advice regarding the Airwallex Services,

and in doing so acts for Airwallex.

SERVICES THAT WE AND VOLOPAY 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 Volopay Payment Solution.

The Airwallex Services that you can access through the Volopay Payment Solution 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 third parties;
- **Spot foreign exchange conversions** – the ability to convert one currency to another currency and hold funds in different currencies;
- **Prepaid and debit card issuing services** – the ability to be issued a prepaid card or debit card and to use it to make payments;
- **Global Account services** - the ability to have funds collected on your behalf from a bank account or a third party domestically or overseas and credited to your Wallet; and
- **Payout Services** – the ability to pay out funds from the Wallet to your bank account or a third party domestically or overseas,

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

Volopay

Volopay is authorised by Airwallex to arrange for the Airwallex Services to be provided to you in connection with your use of the Volopay Payment Solution, and to provide you with general advice regarding the Airwallex Services.

No other advice services

You may wish to receive information or advice that is beyond the scope of the financial services that we or Volopay are able to provide, such as tax-related questions. However, neither Airwallex nor Volopay 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 VOLOPAY

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

REMUNERATION

The employees of Airwallex and Volopay 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.

Referral fees:

You may have been referred to Volopay 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.

Volopay Fees:

Volopay charges a range of fees to you for its sale of the Airwallex Services to you. Detailed information about fees and charges are available on our website at <https://www.airwallex.com/au/terms/fee-schedule/volopay>. You can ask us to provide you with a copy of this information by emailing us at support@airwallex.com.

Interest:

Airwallex is entitled to keep any interest earned on the monies held on Wallet balances.

Specific details:

You can request more specific details of the benefits that will be received by Airwallex in relation to a financial service 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 Volopay.

CONFLICTS OF INTEREST WHICH MAY INFLUENCE US

Airwallex and Volopay do not have any relationships or associations with third parties which might influence Airwallex or Volopay 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 Volopay Complaints Manager at support@volopay.co

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 Volopay 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 <https://www.airwallex.com/au/terms/privacy-policy/volopay>) and the Volopay Privacy Policy (available at <https://www.volopay.co/au/privacy-policy>) each sets out the basis on which each of Airwallex and Volopay 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 Volopay 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 Volopay, contacting Volopay using any of the contact information set out at the end of this FSG.

Airwallex and Volopay 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 <https://www.airwallex.com/au/terms/privacy-policy/volopay>) and Volopay Privacy Policy (available at <https://www.volopay.co/au/privacy-policy>).

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)

Volopay

Address: Volopay Pty Ltd
Unit 903, 50 Clarence Street
Sydney, New South Wales 2000

Website: www.volopay.co

Email: support@volopay.co