



SecurePay joins Fat Zebra

Dear Customer,

We're writing to inform you of an important change that marks a new chapter for SecurePay and its customers.

Following a detailed review, Australia Post has agreed to sell SecurePay to a local digital payments provider, Fat Zebra. This decision supports Australia Post's broader strategy to simplify its products and services while ensuring SecurePay continues to serve Australian businesses with excellence. An extended handover period will ensure a smooth transition for you and your customers.

About Fat Zebra

Fat Zebra is an Australian-owned provider of modern, scalable payments infrastructure for merchants, software providers, and digital platforms.

Founded in 2012, Fat Zebra processes more than 250 million transactions annually for over 38,000 Australian merchants. The acquisition of SecurePay follows Fat Zebra's recent acquisition of Pin Payments in December 2024, forming part of a broader strategy to build a payment platform that supports the growth of Australia's digital economy.

SecurePay's long-standing customer base, combined with Fat Zebra's technology-driven infrastructure, creates a stronger, more competitive solution for Australian businesses.

What does this mean for you?

For now, there will be no changes to your SecurePay services or how they are delivered, so you can continue to expect high-quality service and support from the Fat Zebra team. Fat Zebra and its local team is committed to ensuring the transition is seamless and without disruption.

Your existing service agreements will remain in place, and there is no requirement for you to sign new agreements. However, please note that SecurePay has updated its Terms and Conditions to reflect its Privacy Policy available at securepay.com.au/terms-and-conditions.

Instantly, you will benefit from the investments Fat Zebra has made in its core infrastructure, and over time you'll benefit from continued investment in the platform.

Find out more

If you have any questions, please reach out via SecurePay support channels:

- Email: support@securepay.com.au
- Phone 1300 786 756
- SecurePay Help and Support page at securepay.com.au/help-and-support.

On behalf of Australia Post and Fat Zebra, we thank you for your continued business and look forward to supporting your ongoing success.

Kind regards,

Andy Randon
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