



Yak Pay International Pty Ltd

Financial Services Guide

Date: 1 July 2024

Version 1.1

FINANCIAL SERVICES GUIDE

Introduction

This Financial Services Guide (“FSG”) is dated 1 July 2024 and is provided to you by Yak Pay International Pty Ltd (ACN 634 056 367) (“Yak Pay”, “we”, “our”, “us”, “Providing Entity”) to inform you of the financial services provided by us and to comply with our obligations as an Authorised Representative (number 1310209) of Amplus Global Pty Ltd (“Amplus Global”) (ACN 162 631 325), the holder of Australian Financial Services (“AFS”) Licence number 505929.

The distribution of this FSG by Yak Pay has been authorised by Amplus Global.

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This FSG is meant to assist you to decide whether to use our services and to explain:

- Who we are.
- What financial services we provide and the products to which those services relate.
- What our responsibilities are and what type of advice we give.
- How you can instruct us.
- What you can expect to pay for the financial services.
- What remuneration and other benefits may be paid to us, our employees or others.
- Relationships and associations.
- What to do if you have a complaint – and how it will be dealt with.
- For what purpose we use your contact data?
- How you can contact us.

This FSG contains only general information about the services we offer. If you still have any questions after reading this FSG, please contact us. Our contact details are listed at the end of this document.

What other disclosure documents and statements will I receive?

Since Yak Pay is not authorised to provide you with personal financial product advice, there is no requirement for you to be provided with a Statement of Advice (“SOA”).

Pursuant to Section 1012D of the *Corporations Act 2001* (Cth) (“the Act”), we are not required by law to provide you with a Product Disclosure Statement (“PDS”). Should you engage the services of an applicable financial product issuer, then they may be obligated to provide you with a PDS or other relevant disclosure documents that include information about the financial product so that you can make an informed decision as to whether to acquire the product. It would include any relevant terms, significant risks and costs associated with the supply of that financial product.

How you can instruct us and your obligations?

Once you have logged into your Yak Pay account, you will be able to place relevant instructions in order to make a bank transfer using funds from your bank account to initiate the transfer to Yak Pay. We will then process the instructions and remit funds to the recipient’s bank account or biller code.

Who are we and what services are we authorised to provide?

Amplus Global is the holder of AFS Licence number 505929 with authorisations to provide the following financial services:

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Provide financial product advice to retail and wholesale clients for the following classes of financial products:

- Deposit and payment products limited to:
 - Basic deposit products
 - Non-cash payment products
- Derivatives
- Foreign Exchange Contracts
- Interests in managed investment schemes excluding investor directed portfolio services
- Securities

Deal in a financial product by issuing, applying for, acquiring, varying or disposing of a financial product in respect of following classes of financial products:

- Interests in managed investment schemes limited to:
 - MDA services

Deal in a financial product by issuing, applying for, acquiring, varying or disposing of a financial product to wholesale clients only in respect of following classes of financial products:

- Interests in managed investment schemes excluding investor directed portfolio services

Deal in a financial product by arranging for another person to issue, apply for, acquire for, vary or dispose of a financial product to wholesale clients only in respect of the following classes of financial products:

- Securities

Deal in a financial product by applying for, acquiring, varying or disposing a financial product on behalf of another person to retail and wholesale clients in respect of the following classes of products:

- Deposit and payment products limited to:
 - Basic deposit products
 - Non-cash payment products
- Derivatives
- Foreign Exchange Contracts
- Interests in managed investment schemes excluding investor directed portfolio services
- Securities

Deal in a financial product by underwriting to wholesale clients only:

- Interests in managed investment schemes
- An issue of securities

Provide the following custodial or depository services to wholesale clients only:

- Operate custodial or depository services other than investor directed portfolio services.

Yak Pay is an Authorised Representative of Amplus Global and is only permitted to provide the following financial services:

Provide general financial product advice for the following classes of financial products:

- Deposit and payment products limited to:
 - Non-cash payment products

Deal in a financial product by applying for, acquiring, varying or disposing a financial product on behalf of another person in respect of the following classes of products:

- Deposit and payment products limited to:
 - Non-cash payment products

to retail and wholesale clients.

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What are our responsibilities and what type of advice do we give?

Yak Pay will only provide you with general advice about non-cash payment facilities that does not take into account your individual objectives, financial situation or needs. Whenever we provide you with general advice, you should consider whether our advice is appropriate for your particular financial circumstances and requirements and consider the relevant PDS.

Yak Pay arranges for its clients to use a non-cash payments facility in order to effect bank transfers using funds from your bank account to initiate the transfer to Yak Pay . As part of providing these services, clients are able to access certain Rewards Points which are able to accrue and be redeemed for their own benefit.

Yak Pay provides these financial services as a representative of Amplus Global which is acting on behalf of you.

The costs, remuneration and other benefits that may be received by us, or our employees and others

The information in this section is subject to change and does not include information in relation to taxes or duties that you may be required to pay in relation to the use of the service. Unless otherwise stated, all fees, charges, commissions and benefits disclosed in the FSG include Goods and Services Tax (“GST”) and are subject to change.

Yak Pay offers a subscription service to its clients in order to utilise its systems. Its fees, which are based on a sliding scale of rates on this Banking Transfer product, can be summarised with reference to the following:

- The Standard rate for a Bank Transfer is 0.0055%. Thus, a standard Bank Transfer payment of \$1,000.00 would attract a fee of \$5.50. The reward points for this standard payment is 1 point for each \$4.00. In this way, you will receive 250 reward points.
- Yak Pay provides further options for users to earn additional reward points up to the top tier of reward level in which a fee of 0.22% will be applicable. Thus, a Bank Transfer payment of \$1,000.00 would attract a fee of \$220.00. The reward points for this payment is 10 points for each \$1.00. In this way, you will receive 10,000 reward points.

Such reward points can be redeemed through Qantas or Velocity, or through additional partners in the future.

Full details of each option can be found at www.yakpay.com.

To assist you in making an informed decision we will discuss with you and agree on any fees payable before providing a service to which fees apply. The Act requires us to fully disclose all fees and charges, so if you are in doubt, please ask us to explain.

Our employees, directors, associates and any other relevant persons, may in turn be remunerated on a commission basis, in addition to their salary, for the services provided to you.

Yak Pay may have contractual relationships with related bodies corporate, including any associates of the above. All such dealings, where applicable, are conducted on an arm’s length basis.

Relationship and associations

Other than commercial dealings on an arm’s length basis, Yak Pay (and any representative or associate) does not maintain any associations or relationships with an issuer of any financial products that might reasonably be expected to be capable of influencing Yak Pay in providing any of the authorised services.

Yak Pay may arrange for you to be supplied with financial services and products issued by non-related product issuers. Yak Pay may receive a fee, commission payment, or other form of remuneration, or other benefits from these non-related issuers as a result of you using one of their products or services. These relationships in no way influence the provision of financial services by Yak Pay to you.

Yak Pay , its representatives and associates, do not maintain any associations or relationships that might reasonably be expected to be capable of influencing Yak Pay in providing any of the authorised services.

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If you have a complaint, how it will be dealt with?

If you are unhappy with our service and wish to make a complaint, Yak Pay has a formalised client complaint resolution procedure. All complaints are reviewed and investigated by the Complaints Officer and we advise you of the outcome by phone or in writing. You may also choose to contact the licensee – Amplus Global, whose details are disclosed above.

Yak Pay has a formalised client complaint resolution procedure. All complaints are reviewed and investigated by our Complaints Officer. If you make a complaint, our first response will be to contact you to discuss the complaint and to register a formal record of such complaint. We will try to resolve your complaint quickly and fairly.

If, despite our best efforts, you believe your complaint has not been satisfactorily dealt with, we offer clients the use of an independent industry arbiter, namely, Australian Financial Complaints Authority (“AFCA”).

You can contact AFCA by writing to:

Australian Financial Complaints Authority

GPO Box 3

Melbourne VIC 3001

Toll Free: 1800 931 678

Website: www.afca.org.au

The AFCA website also permits you to register or lodge a dispute online.

Professional Indemnity Insurance

Amplus Global’s compensation arrangements comply with the legal requirements set out in Section 912B of the Act and ASIC Regulatory Guide 126. As required, we maintain professional indemnity insurance coverage in relation to the financial products and services we provide. Our coverage includes any claims in relation to the conduct of present and former representatives and/or employees.

For what purpose do we use your contact data?

Privacy is an important use for us and we are committed to ensuring full compliance with Privacy Act requirements.

The personal data that we collect from you will only be used by us to assist in the planning of marketing proposals, training and education requirements and the provision of product advice to clients.

How you can contact us?

Telephone: 1300 925 729

Address: Suite 2, Level 2
695 Burke Road
Camberwell Victoria 3124

Web: www.yakpay.com

Email: help@yakpay.com