

FINANCIAL SERVICES GUIDE

Issue Date 1 July 2019

Purpose and Contents of this Financial Services Guide

This Financial Services Guide (“FSG”) is prepared by EML Payment Solutions Limited ABN 30 131 436 532 (“EML”).

Under its Australian Financial Service Licence, EML is authorised to provide financial services including arranging for the issue of non-cash payment facilities such as the Sportsbet Cash.

This FSG is an important document which provides information about the financial services offered by EML and its Corporate Authorised Representatives (“Your Representatives”), whom EML has agreed may provide financial services on its behalf.

After reading this FSG, you will know:

- Who we are and how to contact us;
- What financial services can be provided to you and how these services will be provided to you;
- How we (and any other relevant persons) may be remunerated;
- Whether any relevant associations or relationships exist that may influence our advice;
- How we maintain your personal information; and
- How to access our internal and external complaints handling arrangements.

The content of this FSG is general information only and does not take into account any person’s particular needs or objectives. EML provides no warranty as to the suitability, for any person, of the services outlined in this FSG.

If you need any more information than is contained in this document, please contact us. You have the right to ask us about our charges, the type of advice we will provide you, and what you can do if you have a complaint about our services.

About EML

EML is an Australian Financial Services Licence holder, Licence No. 404131. EML arranges for the sale and distribution of the Sportsbet Cash.

EML can be contacted via:

Phone: 1300 739 889 between 8:30am to 5.00pm Queensland time.

Mail: Level 12, 333 Ann Street Brisbane QLD 4000

Email: support@emlpayments.com.au

Internet: www.emlpayments.com

EML is responsible for those financial services provided by Sportsbet as its Authorised Representatives. EML has authorised Sportsbet to distribute this FSG.

Your Representative

Your Representative is Sportsbet Pty Ltd ABN 87 088 326 612 ("Sportsbet"), Authorised Representative number 464039. Sportsbet is authorised by EML to arrange for the issue of, and to provide general financial product advice in relation to the Sportsbet Cash. Sportsbet is not authorised to give you personal financial product advice in relation to the Sportsbet Cash.

Sportsbet can be contacted via:

Phone: 1800 188 238

Mail: GPO Box 4755 Melbourne VIC 3001

Email: customerservice@sportsbet.com.au

Internet: www.sportsbetcash.com.au

What kinds of financial products and services can Sportsbet provide?

Your Representative is authorised by EML to provide general financial product advice to retail and wholesale clients in relation to deposit and payment products limited to:

- Basic deposit products; and
- Non-cash payment products.

The Sportsbet Cash is a facility for making non-cash payments (a reloadable prepaid Mastercard product) issued by EML.

This means your Representative can:

- Arrange for the issue of the Sportsbet Cash;

- Provide general financial advice in relation to the Sportsbet Cash; and
- Publish or issuing certain promotional material in relation to the Sportsbet Cash.

Sportsbet is not authorised to provide (and EML itself does not provide) personal advice about financial products. Personal advice is advice when your objectives, financial situation or needs have been or would be expected to be considered.

This means that Sportsbet won't take your objectives, financial situation or needs into account whenever it gives advice (in publishing or issuing promotional material) about the Sportsbet Cash. The kind of advice that Sportsbet may give is called general financial advice.

It is therefore your responsibility to decide for yourself whether any general financial advice given by Sportsbet in its promotional material is suitable for you, or to get personal advice from a financial adviser who holds an Australian Financial Services Licence or who is an authorised representative of the holder of an Australian Financial Services Licence.

Your Representative can only provide advice on deposit and non-cash payment products limited to the Sportsbet Cash.

A Corporate Authorised Representative of EML cannot advise you on, or influence you in favour of, a financial product which is not a product they are authorised to provide advice on.

Please be aware that EML shall not be responsible where your Representative provides any services to you which are outside of their authorisation limits. You should therefore ask your Representative to specifically confirm that the service or product does not fall within one of the above exclusions, prior to acting on any general advice.

We will also provide you with, or explain how to access, a Product Disclosure Statement ('PDS') for the Sportsbet Cash. The PDS contains information about the costs, benefits, risks and other features of the recommended financial product. You should read this information to enable you to make an informed decision prior to acquiring the recommended financial product.

Can I provide Sportsbet with instructions?

You may provide Sportsbet with specific instructions by letter, email, telephone, fax or other means (as agreed with Sportsbet).

Disclosure of any relevant conflicts of interest

EML and Sportsbet are not related entities. Sportsbet does not have any relationships or associations that might influence us in providing you with our services.

Sportsbet is a wagering services operator, licensed and regulated by the Northern Territory Government and governed by the Northern Territory Code of Practice for Responsible Gambling.

Sportsbet does not receive any portion of the Sportsbet Cash fees and charges, the revenue received by Sportsbet for the provision of wagering services does not relate to the issue of the Sportsbet Cash.

How are we paid for providing financial services?

Sportsbet directors and staff are remunerated by salary that includes superannuation benefits. Sportsbet staff may also be eligible for an annual bonus payment based on agreed performance levels.

Employees of EML do not receive, whether directly or indirectly, any fee, commission, benefit or advantage (pecuniary or otherwise) in connection with the financial services provided.

| Fees and Charges to be paid by the Cardholder | |
|---|-----------------|
| Card Issue and Funds Loading | |
| Card Issue Fee | Free |
| Funds credit loaded from the Sportsbet Wagering Account | Free |
| Replacement Card Fee | Free |
| ATM Withdrawals | |
| ATM Transactions | ATM Owners Fees |
| Point of Sale Purchases | |
| POS Purchase | Free |
| Account Keeping Fees | |
| Balance Inquiry online | Free |
| Sportsbet Client Services Calls | Free |

The table above represents a summary of the fees applicable to the Sportsbet Cash.

EML receives interest income from Australia and New Zealand Banking Group Limited ABN 11 005 357 522 (AFSL 234527) ("ANZ") (an Authorised Deposit Taking Institution) on the total cardholder funds held in ANZ's accounts in relation to the Sportsbet Cash. This interest income cost is not borne by card holders.

Our record keeping obligations

EML will seek to ensure that comprehensive and accurate records of all services and products and client dealings are properly maintained.

How can you access EML's complaints handling arrangements?

EML is a member of the Australian Financial Complaints Authority ("AFCA"). If you have a complaint regarding the provision of financial services to you, you should take the following action:

- Speak to an Authorised Representative about your concerns, or
- Contact EML on 1300 739 889 during business hours and ask to speak to our Customer Support Staff.

If after speaking to an Authorised Representative or our Customer Support Staff, your complaint is not resolved within 21 days, please put your complaint in writing and send it to us, addressed to:

The Complaints Officer
EML Payment Solutions Ltd
Level 12, 333 Ann Street
Brisbane QLD 4000

Whilst every endeavour will be made to resolve the matter promptly and impartially, if you are not satisfied with how your complaint is dealt with, you can elect to refer the matter, free of charge, to AFCA. AFCA can be contacted at:

Australian Financial Complaints Authority ABN 67 131 124 448
Mail: GPO Box 3, Melbourne VIC 3001;
Phone: 1800 931 678
Email: info@afca.org.au

Alternatively, other matters can be referred to the industry regulator, the Australian Securities and Investments Commission (ASIC) on free-call 1300 300 630 or visit the website www.asic.gov.au.

Professional Indemnity Insurance

EML is required by the Corporations Act 2001 to have in place compensation arrangements which are designed to compensate retail clients for losses they suffer as a result of a breach by EML or its Corporate Authorised Representatives of the obligations outlined in Chapter 7 of the Corporations Act 2001.

Pursuant to s912B of the Corporations Act (and Corporations Regulation 7.6.02AAA), EML maintains adequate professional indemnity insurance to cover the financial services provided by its licensed entities. The policy maintained by EML provides coverage in the aggregate of up to \$10,000,000 to cover claims regarding professional indemnity, including

misleading and deceptive conduct, intellectual property, defamation and fraud/dishonesty payable by EML per professional indemnity policy claim.

Privacy

Your privacy is important to us and we are committed to compliance with the Privacy Act and the Australian Privacy Principles. We may disclose your personal information to external or related parties who act on our behalf in the operation of our business. Such external parties are required and committed to protecting your privacy. EML and its associates will not otherwise disclose your personal information without your consent, except as authorised or required by privacy laws. Our Privacy Policy sets out how you can access and correct information we hold about you, how you can complain about a breach by us of your privacy rights and how your complaint will be handled. Our Privacy Policy is available at: <https://emlpayments.com/privacy>. Please contact us if you have any concerns.

How does EML deal with the Anti-Money Laundering / Counter –Terrorism Financing Act 2006 (“AML/CTF Act”)?

EML has an obligation under the AML/CTF Act to verify your identity before we can provide you with any financial services. Your Representative will let you know what documentation you will need to present to satisfy the customer identification requirements under the AML/CTF Act.

Do we have adequate compliance systems?

We remain up to date on industry compliance issues pursuant to our AFSL, which requires staff to undergo ongoing training in respect of our responsibilities to you.