



## **COMBINED FINANCIAL SERVICES GUIDE AND PRODUCT DISCLOSURE STATEMENT**

Dated 17 September 2018

### **INTRODUCTION**

Our legal relationship with our customers is governed by the relevant Terms and Conditions of Use.

Our Financial Services Guide (**FSG**) is designed to help you decide whether to use any of the financial services we provide.

Our Product Disclosure Statement (**PDS**) contains information you require to make an informed choice about whether or not to register for and use our Services.

Information relevant to both the FSG and PDS may be included expressly in one part and incorporated by reference in the other.

### **PART A: FINANCIAL SERVICES GUIDE ISSUER**

Part A of this document is a FSG issued by InLoop Pty Ltd ABN 27 114 508 771 (trading as Flexischools) which holds Australian financial services licence number 471558.

### **PURPOSE AND CONTENT OF THIS FSG**

This FSG:

- (a) is designed to assist you in deciding whether to use any of the financial services we provide;
- (b) contains information about remuneration (including commission and other benefits) that may be paid to us and others in connection with the financial services we provide; and
- (c) contains information on how complaints against us are dealt with.

This FSG only contains general information about the financial services we offer.

### **HOW TO CONTACT US**

Our contact details are as follows:

Visit [www.flexischools.com.au](http://www.flexischools.com.au) and click **Contact** on the bottom of the page.

#### **Mail**

Flexischools  
PO Box 1157  
MANLY NSW 1655

#### **Phone**

1300 361 769 (within Australia)  
From 8am AEST/AEDT Monday to Friday

**Email** [help@flexischools.com.au](mailto:help@flexischools.com.au)



## **FINANCIAL SERVICES WE ARE AUTHORISED TO PROVIDE**

Flexischools is authorised to carry on a financial services business to:

- (a) provide general financial product advice for non-cash payment products; and
- (b) issue, apply for, acquire, vary or dispose of non-cash payment products.

We are only authorised to provide general advice so you should be aware that any advice (including any statement of opinion or recommendation) we may give about our Services does not take into account your objectives, financial situation or needs. You should consider the appropriateness of our Services in regard to your circumstances before you act on any advice we provide.

## **REMUNERATION, COMMISSIONS AND OTHER BENEFITS**

Flexischools earns money from any fees and other costs that apply to our Services as described in Part B of this document. Flexischools also earns interest on the money we hold in a bank account which reflects your account balance.

Employees of Flexischools receive salary plus superannuation where applicable and may receive bonuses determined by reference to certain performance benchmarks which may be influenced by the volume of sales of Services generated or the level of revenue derived from such sales.

If a third party refers a customer to us, we may:

- pay the referrer a fee calculated as a percentage of the fees generated by the customer;
- pay the referrer a fixed amount for each referred customer; or
- provide the referrer monetary or non-monetary incentives based on various measures.

You can request more information about certain relevant remuneration payments referred to above before we provide our Services to you.

## **ASSOCIATIONS**

Flexischools does not have any relationships or associations that might influence us in providing you with our financial services, however, as the principal provider of the Services, will benefit generally from your participation.



## **COMPLAINTS**

Any complaints about any goods or services paid for using the Services should be resolved directly with the Facility Provider.

We are committed to dealing with customer complaints in relation to the financial services which we provide fairly and resolving issues in accordance with our complaints handling processes and policies and relevant regulatory standards.

The Australian Securities and Investments Commission has a free Infoline on 1300 300 630 for obtaining information about your rights or making a complaint.

### **Submitting a complaint**

If you have a complaint about our financial services or believe your Account may be subject to an unauthorised transaction, account takeover or other type of fraudulent activity, you should contact us immediately.

You can report complaints about our financial services by:

#### **Email**

[help@flexischools.com.au](mailto:help@flexischools.com.au)

#### **Phone**

1300 361 769 (within Australia)  
From 8am AEST/AEDT Monday to Friday

#### **Mail**

Flexischools  
PO BOX 1157  
Manly NSW 1655

### **Handling your complaints**

We aim to:

- (a) acknowledge receipt of all written complaints within 5 days;
- (b) resolve all complaints within 30 days.

If a complaint is not resolved within 30 days, we will inform you of progress and keep you informed every two weeks.



### **Referral of unresolved complaints to external dispute resolution scheme**

We are a member of the Australian Financial Complaints Authority (**AFCA**), an independent external dispute resolution scheme covering applicable Australian customers.

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority, or AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumer:

#### **Website**

[www.afca.org.au](http://www.afca.org.au)

#### **Email**

info@afca.org.au

#### **Telephone**

1800 931 678 (free call)

#### **In writing to:**

Australian Financial Complaints Authority  
GPO Box 3  
Melbourne VIC 3001

### **Professional Indemnity Insurance**

Flexischools maintains professional indemnity insurance that satisfies the requirements for compensation arrangements under section 912B of the *Corporations Act 2001 (Cth)*. The policy maintained by Flexischools provides coverage in the aggregate of up to A\$20,000,000 to cover claims regarding professional indemnity.



## **PART B: PRODUCT DISCLOSURE STATEMENT**

### **ISSUER**

Part B of this document is a PDS issued by InLoop Pty Ltd ABN 27 114 508 771 (trading as Flexischools) which holds Australian financial services licence number 471558.

### **ABOUT THIS PDS**

This PDS only applies to you if you reside in Australia.

The information in this PDS is current as at the date of issue.

The information in this PDS is not intended to constitute advice, nor is it a recommendation or opinion that our Services are suitable for or take into account your specific objectives, financial situation or needs.

### **OUR SERVICES**

Our Services allow you to securely and conveniently order goods and services and make payments. To find out more visit [www.flexischools.com.au](http://www.flexischools.com.au).

When you register to use our Services we will open an Account in your name.

Our Services allow you to:

- (a) **(order)** order goods and services;
- (b) **(make payment)** pay for goods and services; and
- (c) **(communications)** receive communications and notifications from schools, Flexischools-approved third parties and/or Flexischools.

In consideration for your use of the Services, you irrevocably transfer and assign to us the right to earn interest that may accrue on funds held by us. This applies only to interest earned on your funds and does not grant us any ownership right to the principal of funds you hold with us.

### **OPENING AN ACCOUNT**

You can register for our Services at [www.flexischools.com.au](http://www.flexischools.com.au) by clicking **REGISTER** on the top of the page and completing the online registration form.

### **TERMS AND CONDITIONS**

If you register to use our Services, this PDS, the Terms and Conditions of Use and your completion of the online registration form constitute your agreement with us.

The Terms and Conditions of Use are available online at [www.flexischools.com.au](http://www.flexischools.com.au) by clicking **Legal** on the bottom of the page and then **Terms & Conditions of Use**.

### **HOW WE MANAGE FUNDS IN YOUR ACCOUNT**

Any funds held in your Account will be pooled with money from Accounts of other customers and deposited into a licensed bank in Australia.



## **SIGNIFICANT RISKS**

The following are some of the significant risks associated with use of the Services:

**Facility Providers** – Flexischools is not the supplier of any goods or services you purchase and/or receive using the Services. Flexischools is not responsible for, nor does it have any control over, the promotion or provision of such goods and services or the quality or fitness for purpose of those goods and services. There is a risk that a Facility Provider may misrepresent goods or services, fail to provide those goods or services or that the goods and services are not of the expected quality.

**Mistaken transactions** – There is a risk that you may make a mistake or error using your Account. You are responsible for any mistakes or errors made using your Account.

**Unauthorised transactions** – There is a risk your Account may be compromised and subject to an account takeover, unauthorised transaction or other type of fraudulent activity. This includes circumstances where you use a card or other device to make payments using your Account and the card or other device is lost or stolen. You may be liable for losses arising from an unauthorised transaction where you have breached the Terms and Conditions of Use (for example, failure to keep your account information and password confidential). For more information, please refer to the Terms and Conditions of Use.

**Hold on funds, account limitation and account closure** – Your account and funds in it may be subject to a hold, limitation or closure for a variety of reasons, including suspected fraud, if we believe there is risk associated with you or your account or breaches of our Terms and Conditions of Use or any other policy or agreement you have entered into with us relating to our Services.

**Unavailability of our Services** – Whilst we make every attempt to ensure our Services are available at all times, it is possible that they may be rendered temporarily unavailable from time to time.

## **SIGNIFICANT BENEFITS**

The following are some of the significant benefits available to you when using our Services:

**Convenience** – Order and pay for a range of school activities from home, your mobile device or linked student identification card, without having to visit the school or process the transaction manually.

**Cashless** – Removes the need for your child to carry cash at school and reduces issues associated with carrying cash at school.

**Complete Transaction History** – you have a detailed record of every school purchase made through Flexischools in the school environment.

**Peace of mind** – Flexischools has processed over 50 million orders and everyday our Australian-based customer service team works to ensure every order is successfully received by the Facility Provider.



## FEES AND OTHER COSTS

The fees and other costs that apply to our Services depend on the arrangement between us and the Facility Provider but will be based on the standard fees and charges set out in the fee schedule below.

Fee Description	Amount
<p><b>Credit Card Surcharge</b> A fee reflecting the costs of acceptance for use of a credit card to increase the balance of an Account (including to immediately pay for goods and services)</p>	<p>1.3% of the transaction amount for accepted credit cards.</p> <p>Nil per transaction for electronic funds transfer from a bank account.</p>
<p><b>PayPal Surcharge</b> A fee reflecting the costs of acceptance for use of PayPal to increase the balance of an Account (including to immediately pay for goods and services)</p>	<p>1.5% of the transaction amount.</p> <p>Nil per transaction for electronic funds transfer from a bank account.</p>
<p><b>Order/Service Fee</b> A fee charged for placing an order on the Account</p>	<p>Advised at the time of placing an order and may be:</p> <p>Up to \$0.29 for online canteen and online food and/or drink orders</p> <p>Up to \$0.50 for seated events or guest services where the Facility Provider has agreed to pay certain costs</p> <p>Nil for uniform shop orders where the Facility Provider has agreed to pay certain costs</p> <p>Up to \$2.50 for uniform shop orders, seated events or guest services where the Facility Provider passes on certain costs</p>
<p><b>Inactive Account Fee</b> A fee charged periodically</p>	<p>Where a transaction has not been performed on your Account for a period of 12 months, \$1.50 per month. Inactive Account Fees will not reduce the balance of the Account below zero.</p>

We may vary the fees and charges (including by increasing or decreasing existing fees or charges or introducing new fees or charges) that apply to your Account at any time upon prior notice.



### **FEES CALCULATION EXAMPLES**

The following examples are illustrations only. Each calculation will vary depending on the circumstances of the transaction.

#### **Example One – Credit Card**

Assuming you are adding \$20 to your Account using an accepted credit card:

Credit Card Surcharge for payment by credit card: 1.3%

Calculation: 1.3% of \$20 = \$0.26

Credit Card Surcharge = \$0.26

#### **Example Two – PayPal**

Assuming you are adding \$20 to your Account using PayPal:

PayPal Surcharge for payment by PayPal: 1.5%

Calculation: 1.5% of \$20 = \$0.30

PayPal Surcharge = \$0.30

#### **Example Three – Electronic Funds Transfer**

Assuming you are adding \$20 to your Account using electronic funds transfer from a bank account:

Credit Card/PayPal Surcharge for payment by electronic funds transfer: Nil

Credit Card/PayPal Surcharge = \$0.00

### **THIRD PARTY CREDIT CARD FEES**

When you use your Credit Card to deposit funds to your Account you will be subject to the usual fees and interest, if any, charged by your Credit Card provider.

### **COMPLAINTS AND CONTACTING US**

For information about submitting complaints and how we handle them, our membership of AFCA and our contacts details, please refer to **COMPLAINTS** in Part A.



## **GLOSSARY**

### **Account**

An online account restricted by a username and password which allows you to access the Services.

### **Credit Card**

Visa or MasterCard credit or debit cards.

### **Facility Provider**

An entity from which goods and services may be purchased using the Services.

### **Flexischools**

InLoop Pty Ltd ABN 27 114 508 771 (trading as Flexischools) AFSL 471558.

### **Services**

The non-cash payment services provided by us and available through your Account.

### **we and us**

InLoop Pty Ltd ABN 27 114 508 771 (trading as Flexischools) AFSL 471558.