

Loading value

PRODUCT DISCLOSURE STATEMENT

IGODIRECT GROUP RELOADABLE CARD (with no cash access)

Product Disclosure Statement – iGoDirect Group Reloadable Card (with no cash access)

This Product Disclosure Statement (“PDS”) sets out the Terms and Conditions for the operation and use of the iGoDirect Group Reloadable Card (with no cash access) (“the Prepaid Card”). It is important that you read and understand this PDS.

The information in this PDS does not take into account your personal needs and financial circumstances and you should consider whether it is appropriate for you.

We recommend you read this Product Disclosure Statement when you receive the Prepaid Card. The Prepaid Card will need to be registered by you before funds can be loaded by the Controlling Entity.

If the Prepaid Card has not been registered, you will need to contact the Controlling Entity or an authorised iGoDirect employee.

The Prepaid Card is a reloadable prepaid card. Value can only be placed on the Prepaid Card by the Controlling Entity, or by iGoDirect on the instruction of the Controlling Entity. You can then use the Prepaid Card to access its available Value anywhere in the world where Visa is accepted electronically. Some merchants in Australia may not accept the Card. This is not a credit or charge card and the Card balance does not earn interest.

The Prepaid Card is issued by Indue Ltd. Indue is an authorised deposit-taking institution and a member of Visa. Indue holds an Australian Financial Services Licence, AFSL number 320 204.

iGoDirect has given and has not at the date of this PDS withdrawn its consent to be named in this PDS in the form and context in which it is named.

This PDS is dated June 2019.

1. INTRODUCTION

This Product Disclosure Statement (“**PDS**”) contains important information about the Prepaid Card and its associated features, risks and fees. It also includes the terms and conditions that govern the use of your Card.

The purpose of this PDS is to assist you with deciding whether or not to acquire the Prepaid Card.

This PDS is provided as a requirement pursuant to the *Corporations Act 2001* (Cth) and is issued by Indue Ltd ABN 97 087 822 464 (“**Indue**”).

In this PDS, “you” refers to the person who acquires the Prepaid Card, and “us”, “we” or “our” refers to Indue.

At the time of activating your Prepaid Card you will be required to agree to abide by the terms and conditions set out in this PDS. Therefore this PDS should be read carefully. If you do not understand any of the information contained within this PDS and how it applies to you, you should seek independent advice. Once you accept the terms and conditions set out in this PDS, they will apply to your use of your Prepaid Card.

The information contained in this PDS does not take into account your individual objectives, financial situation or needs.

This PDS is dated 13 June 2019. The information in this PDS is current as of this date.

Words that are capitalised in this PDS are defined in section 29.

GENERAL DESCRIPTION OF THE PREPAID CARD

The Prepaid Card is a Reloadable Visa prepaid card.

The Prepaid Card allows purchases and payments to be made wherever Visa prepaid cards are accepted (subject to individual merchants’ discretion), as long as:

- there is sufficient Value available on your Prepaid Card to cover the amount of the transaction and any applicable fees and charges;
- the Expiry Date has not been reached; and
- the Prepaid Card has not been suspended or cancelled.

The Prepaid Card is not a credit card and it is not linked to any separate account.

The Prepaid Card cannot be used to withdraw cash at ATMs and cannot be used to withdraw cash from eftpos Devices.

2. PREPAID CARD

IGoDirect Group Pty Ltd ABN 17 110 897 320 (**iGoDirect**) is the distributor and promoter of the Prepaid Card. iGoDirect is responsible for distributing and promoting the Prepaid Card and providing certain cardholder services to you. These services include providing you with your Prepaid Card, arranging for a replacement Prepaid Card to be issued to you in accordance with the terms set out in this PDS, providing lost and stolen services and assisting you with any queries you may have regarding your use of your Prepaid Card.

iGoDirect is not the issuer of the Prepaid Card. Indue is the issuer of the Prepaid Card.

iGoDirect (authorised representative number 001009212) is an authorised representative of Indue.

iGoDirect may be contacted at 1800 446 347, PO Box 1070 South Melbourne VIC 3205.

iGoDirect does not have any authority to:

- make any representations or give any warranties that contradict those contained in this PDS, unless the prior approval of Indue has been obtained;
- provide you with any financial product advice (that is, advice taking into account your personal circumstances or a recommendation or statement of opinion intended, or could be reasonably regarded as being intended to influence you in making a decision about whether or not to acquire the Prepaid Card);
- purport to bind or contract for or on behalf of Indue in any way whatsoever, other than as is set out in this PDS; or
- give you information that is inconsistent with the information set out in this PDS.

If you believe that iGoDirect has exceeded its authority by acting in any of the above manners, we request that you immediately contact Indue on 1300 671 819 to clarify the matter.

Indue and iGoDirect are not related entities.

3. PREPAID CARD ISSUER

The issuer of the Prepaid Card is Indue. Indue is an authorised deposit-taking institution and a member of Visa. Indue holds an Australian Financial Services Licence, AFSL number 320 204.

By agreeing to abide by the terms and conditions in this PDS, you are entering into a contract with Indue (and not iGoDirect). Indue is responsible for effecting settlement of all transactions that may arise as a result of the use of your Prepaid Card.

You may contact Indue at:

Indue Limited
PO Box 523
TOOWONG QLD 4066
Phone: 1300 671 819 between 8.00am - 8.00pm Monday to Friday, Saturday 8.00am – 1.00pm, closed Sundays and national public holidays.

4. BENEFITS OF THE PREPAID CARD

The benefits of the Prepaid Card are that:

- the Prepaid Card can be used to buy goods and services from merchants in Australia and around the world who accept Visa prepaid cards;
- the Prepaid Card information can be used on the internet or telephone to make a transaction;
- the Prepaid Card accesses the Value that is loaded (added) onto the Prepaid Card. It is not a credit card. You can only spend up to the Value of cleared funds stored on the Prepaid Card;

- the Prepaid Card is Reloadable which means extra funds can be added to it, until the expiry of the Prepaid Card (refer to section 13 below);
- the Prepaid Card reduces the need to carry cash;
- transactions on your Prepaid Card are monitored for fraudulent or unauthorised transactions by Indue through Orion.

5. **RISKS OF THE CARD**

The risks associated with the Prepaid Card include:

- failure to safeguard your PIN may result in loss of Value (refer to section 21 below for a list of circumstances where you may be held liable for failing to safeguard your PIN);
- if you do not use the Value loaded (added) onto the Prepaid Card prior to the Expiry Date or Cancellation Date, you will be charged certain fees and charges associated with the termination of your Prepaid Card and in certain circumstances you may forfeit any remaining Value on the Prepaid Card (refer to section 19 below);
- merchants may, at their discretion, refuse to accept the Prepaid Card as a method of payment. You should always check with the merchant that it will accept the Prepaid Card before purchasing any goods or services;
- unauthorised and fraudulent transactions may occur on the Prepaid Card (refer to section 21 below for a list of circumstances where you may be held liable for unauthorised use of the Prepaid Card);
- your Prepaid Card details may become known to criminals via various methods who may be able to withdraw the Value using a counterfeit Prepaid Card. In these cases you will not be liable for these unauthorised transactions unless you have contributed to the loss (refer to section 21 below);
- any attempted load that will take the Value on your Prepaid Card over the Prepaid Card Limit being rejected in full (refer to section 13 below);
- you not having sufficient Value on your Prepaid Card to cover a payment;
- circumstances beyond our reasonable control preventing a transaction from being processed;
- due to equipment errors, malfunctions or equipment being used incorrectly, the same transaction may be processed more than once or transactions may not be processed at all. In these cases the errors can usually be corrected but may temporarily inconvenience you as the available Value on your Prepaid Card will be incorrect. Where these errors cannot be corrected, we will resolve the issue by adjusting your Prepaid Card in your favour;
- your Prepaid Card may be lost, stolen or destroyed. In these circumstances, you may be held liable for unauthorised use on your Prepaid Card where you unreasonably delay notifying us that your Prepaid Card has been lost or stolen (refer to section 21 below);
- in some circumstances (for example, where a transaction is processed in an offline

environment or where you incur a fee or charge), the Value remaining on your Prepaid Card becoming negative (meaning there may become less than \$0.00 Value remaining on your Prepaid Card). If you authorise a transaction that exceeds the Value, you'll be liable for any Negative Balance that may result and in certain circumstances any reasonable costs we may incur in seeking the amount of the Negative Balance from you (refer to section 14 below);

- the Financial Claims Scheme does not apply in relation to your Prepaid Card or the Value on it.

The Financial Claims Scheme (**FCS**) is a scheme administered by the Australian Prudential Regulation Authority (**APRA**) to protect depositors from potential loss due to the failure of institutions. It provides depositors with a guaranteed protection, up to a cap. As at the date of this PDS, the FCS applies to deposits only. It does not extend to prepaid card products (including the Prepaid Card and any Value held on the Prepaid Card). If Indue fails:

- any Value held on your Prepaid Card will not be protected by the FCS; and
- you may lose all or part of your Value.

For more information on the FCS, refer to: <http://www.fcs.gov.au> .

6. **OTHER IMPORTANT INFORMATION**

Your balance is not a bank deposit. Indue will hold funds that are stored on your Prepaid Card in various accounts that it owns and controls. Indue earns interest on funds held in these accounts and will pass on this interest from time to time to iGoDirect. In no circumstance will you earn interest on any Value that is stored on your Prepaid Card.

The Prepaid Card cannot be used to make or complete a transaction that exceeds the Value that is stored on your Prepaid Card from time to time. Any attempted transaction that you make that is in excess of the Value stored on your Prepaid Card at that time will be rejected.

You cannot use the account number and BSB associated with your Prepaid Card to arrange for any amounts to be debited from your Prepaid Card balance, either by regular direct debits or by using "Pay Anyone" facilities.

You are not able to and you must not attempt to use your Prepaid Card at an eftpos Device where that device is classified as an unattended payment terminal. An unattended payment terminal refers to unsupervised terminals. These terminals can include car parking machines, vending machines, transport ticketing devices and self-served kiosks. If you attempt to use your Prepaid Card in an offline environment or at an unattended payment terminal, that transaction will be rejected. Indue and iGoDirect do not warrant or accept any responsibility if a merchant's Electronic Banking Terminal does not accept your Prepaid Card.

Neither Indue nor iGoDirect are responsible in the event that you have a dispute regarding the goods or services purchased with your Prepaid Card. In the first instance, you should contact the merchant directly. If you cannot resolve the dispute with the merchant, Indue has the ability in certain circumstances to investigate disputed transactions on your behalf (refer to section 24 below for a list of circumstances when Indue can investigate disputed transactions) and attempt to obtain a refund you.

Indue is not aware of any material conflicts of interests that would affect this product or the service you receive from Indue or iGoDirect.

As Indue has not taken into account your individual circumstances or needs, you should seek your own independent tax advice in respect of any impact your use of your Prepaid Card may have on your personal tax liability.

7. QUERIES

If you have a query about the Prepaid Card, you should direct the query to iGoDirect (see contact details in section 2 above).

8. COMPLAINTS AND THE DISPUTE RESOLUTION SCHEME

Any complaints or disputes in relation to your reward points that you have earned with the Controlling Entity and the conversion of these reward points to Value are to be directed to iGoDirect (see contact details in section 2 above). Indue is not responsible for the allocation or conversion of reward points to Value or the operation of the Scheme.

If you have a complaint or dispute relating to your Prepaid Card, you should contact iGoDirect in the first instance.

If your complaint or dispute relating to your Prepaid Card is not satisfactorily resolved by iGoDirect, you should immediately contact Indue.

Contact details for iGoDirect are set out in Section 2 of this PDS and contact details for Indue are set out in Section 3.

If your complaint is immediately settled to your satisfaction or if it is settled to your satisfaction within 5 Business Days of receiving the relevant details about the complaint or dispute from you, Indue or iGoDirect (as the case may be) may advise you of the outcome by means other than in writing (for example, by telephone). If you wish, you may request that Indue or iGoDirect (as the case may be) provide you with a written response.

However, if Indue or iGoDirect (as the case may be) is unable to settle your complaint within 5 business days, then Indue or iGoDirect (as the case may be) will advise you in writing of the procedures for further investigation and resolution and may, if relevant, request further details from you.

Within 21 days of receiving your complaint or further instructions from you, Indue or iGoDirect will:

- advise you in writing of the results of its investigation; or
- advise you that it requires further time (not exceeding 24 days) to complete its investigation.

An investigation into a complaint may continue beyond 45 days in exceptional circumstances. For example, if there are delays caused by other financial institutions or merchants involved in resolving the complaint, or in circumstances where Indue or iGoDirect investigate the relevant transaction under any applicable industry rules (if you wish to find out what industry rules apply to transactions made using your Prepaid Card, please contact iGoDirect or Indue).

If your complaint has been investigated by iGoDirect and Indue and you are not satisfied with the outcome, you have the right to contact the External Dispute Resolution scheme:

Australian Financial Complaints Authority (AFCA)
GPO Box 3
Melbourne VIC 3001

Website: www.afca.org.au
Telephone: 1800 931 678
Email: info@afca.org.au

Please note:

- AFCA will not review your complaint unless you've first contacted iGoDirect or Indue and the complaint has been investigated; and
- iGoDirect and Indue are not responsible for resolving a dispute regarding the goods or services purchased with your Card. In the first instance, you should contact the merchant directly.

9. USING THE PREPAID CARD

The Prepaid Card is a Visa Reloadable prepaid card.

When using your Prepaid Card to complete an Electronic Transaction, you must select the "CR" or "Credit" button on the relevant terminal. If you select the "SAV" or "Savings" or "CHQ" or "Cheque" button, the transaction will be declined.

Indue will deduct against the Value any transaction you authorise using the Prepaid Card.

Indue will (in the first instance) consider a transaction as having been authorised by you when:

- you conduct an Electronic Transaction;
- your Prepaid Card is used to conduct an Electronic Transaction; or
- your Prepaid Card is presented to a merchant (or someone else on behalf of a merchant) in a way acceptable to Indue.

Fraudulent transactions can occur on your Prepaid Card. Where you advise Indue or iGoDirect that a transaction is fraudulent, unauthorised or disputed, Indue or iGoDirect will investigate and review the transaction in accordance with section 24 below.

10. REGISTRATION AND IDENTIFICATION

A Prepaid Card **cannot be** activated until we have undertaken certain identification procedures to establish your identity. We have appointed iGoDirect to undertake these identification procedures on our behalf.

You can complete the required identification procedures by registering online at www.activ8visa.com.au.

Indue may be required pursuant to the AML Legislation to reconfirm your identity and personal details at any time and you agree to supply any reasonably specified identification documentation within a reasonable period of time if requested by Indue or iGoDirect (on Indue's behalf). Failure to provide any reasonably requested identification documentation to Indue or iGoDirect may result in Indue being required to suspend your Prepaid Card until

the requested documentation has been provided.

11. REGISTER AND ACTIVATING THE CARD

After successful application for a Prepaid Card, you will be required to register the card to enable activation of your Prepaid Card before being able to use your Prepaid Card.

To register your Prepaid Card, go online at www.activ8visa.com.au and follow the prompts.

12. SECURITY OF PIN AND THE CARD

You are responsible for all transactions that arise from the use of your Prepaid Card unless this PDS says otherwise. Do not allow anyone else to use your Prepaid Card. If you fail to safeguard your Prepaid Card or PIN, you may increase your liability for unauthorised use (refer to section 21 below for a list of circumstances where you may be held to be liable for unauthorised transactions). We therefore **strongly recommend** that:

- you not record your PIN on your Prepaid Card or on anything with or near your Prepaid Card;
- you not tell anyone your PIN (including any family member or friend) and try to prevent anyone else from seeing your PIN; and
- you try to prevent anyone else seeing you enter your PIN into an Electronic Banking Terminal.

If you think that your PIN has become known to someone else, you must notify iGoDirect or Indue immediately.

If you forget your PIN, you are able to reset it by going online to www.activ8visa.com.au and following the prompts (refer to section 20 below).

If an incorrect PIN is entered three times when a transaction is attempted using the Prepaid Card, it will be temporarily suspended for up to 24 hours.

Important information you should consider:

- no-one from Indue, iGoDirect, the Controlling Entity or any merchant will ever ask you for your PIN, therefore, you should never disclose it to anyone either verbally, in writing or electronically;
- do not access Indue's website or that of iGoDirect's via an email link embedded in an email. Always access the website directly from your internet browser;
- don't choose a PIN that is easily identified with you, e.g. your birth date, an alphabetical code which is a recognisable part of your name or your car registration;
- don't choose a PIN that is merely a group of repeated numbers;
- never lend your Prepaid Card to anyone else;
- never leave your Prepaid Card unattended. For example, in your car or at work;
- for security reasons, on the Expiry Date, destroy your Prepaid Card by cutting it diagonally in half;

- examine your account activity to identify and report, as soon as possible, any instances of unauthorised use;
- cover your hand when entering your PIN at an Electronic Banking Terminal;
- do not allow anyone to swipe your Prepaid Card when it is not in full sight of you; and
- maintain up-to-date anti-virus software and a firewall on your computer.

Refer to section 21 below for a list of circumstances where you may be held to be liable for loss caused by unauthorised transactions. Any liability for losses resulting from unauthorised transactions will be determined in accordance with section 21 below, rather than the security measures listed above, which are guidelines only.

13. **LOADING VALUE**

As requested by the Controlling Entity, iGoDirect will load Value onto our Prepaid Card as a mechanism for your redemption of rewards.

Indue is not responsible for loading of Value onto your Prepaid Card. If you have any questions or complaints in relation to your loaded amount, these questions and complaints should be directed to iGoDirect (see contact details in section 2 above).

The total Value that may be loaded (added) onto your Prepaid Card at any one time cannot exceed the Prepaid Card Limit. Any attempted load that would take the Prepaid Card Value over the Prepaid Card Limit at any one time will be rejected in full. To avoid this, Indue recommends that you regularly check your balance online. See section 23 below for details on how to check your balance online.

14. **USING THE CARD**

The Prepaid Card cannot be used to make or complete a transaction that exceeds the Value that is stored on your Prepaid Card from time to time. Any attempted transaction that you make that is in excess of the Value stored on your Prepaid Card at that time will be rejected.

The Prepaid Card may be used as many times as desired as long as the necessary Value is available, the Expiry Date has not been reached and the Prepaid Card has not been suspended or cancelled.

Indue and iGoDirect do not warrant or accept any responsibility if a merchant's Electronic Banking Terminal does not accept your Prepaid Card. You should always check with the relevant merchant that it will accept your Prepaid Card before purchasing any goods or services.

Depending on the circumstances, you may be entitled to be refunded for purchases using your Prepaid Card. This may involve a credit back onto your Prepaid Card, depending on a merchant's policy.

Merchants and financial institutions can impose conditions on how their payment facilities are used, including imposing limits or not allowing split payments. Merchants and financial institutions may also impose a fee or surcharge for using their payment facilities. These types of fees fall outside our control.

Certain types of merchants (such as hotels, car rental companies, and petrol stations) may process your Prepaid Card Information to hold an amount that is greater than the actual price of the goods or services you actually obtain from the merchant. This is usually so they can cover any incidental charges you may incur. We call this a “pre-authorized amount”.

The pre-authorized amount will not be available for you to use as part of your Value. The pre-authorized amount will be available for you to use once the final amount of the transaction is approved.

If the pre-authorized amount is more than the Value, we may decline any further transactions.

If the pre-authorized amount is greater than the amount of the final purchase, it will be returned to your Prepaid Card. This usually takes at least 5 days, but it may be take longer.

If you authorise a transaction that exceeds the Value, you’ll be liable for any Negative Balance that may result. If you have less than \$0.00 Value remaining on your Prepaid Card, you must repay us the amount needed to bring the Value back to \$0.00. You may also be liable for any reasonable costs we may incur in seeking the amount of the Value from you. If your Prepaid Card has a Negative Balance, when you next load value onto your Prepaid Card, we will first apply that loaded value to recover the Negative Balance from you.

Neither Indue nor iGoDirect is responsible in the event that you have a dispute regarding the goods or services purchased using your Prepaid Card. In the first instance, you should contact the merchant directly. If you cannot resolve the dispute with the merchant, iGoDirect and Indue have the ability in certain circumstances to investigate disputed transactions on your behalf (refer to section 24 below for a list of the circumstances when Indue and iGoDirect can investigate a disputed transaction) and attempt to obtain a refund for you.

15. USING YOUR CARD OUTSIDE AUSTRALIA

All transactions conducted overseas will be converted into Australian dollars. Transactions will either be converted directly into Australian dollars or will be first converted from the currency in which the transaction was made in US dollars and then converted to Australian dollars by Visa. The conversion rate used is either:

- a rate selected by Visa from a range of rates available in wholesale currency markets for the applicable processing date, which may vary from the rate Visa receives; or
- the government-mandated rate (in certain countries) in effect for the applicable processing date.

A Currency Conversion Fee is payable by you when you make a transaction on your Prepaid Card in a currency other than Australian dollars. A Currency Conversion Fee may also be payable if you make a transaction on your Prepaid Card in any currency (including AUD) that is processed by a card scheme or financial institution or billed by the merchant outside of Australia. It may not always be clear, particularly when purchasing online, that the merchant, financial institution or card scheme processing is located outside of Australia.

Note: Refunds in currencies other than Australian dollars are converted to Australian dollars as at the date they are processed by Visa using exchange rates determined by them. This may lead to the refund being converted using an exchange rate different from the one used to convert the original purchase. The converted Australian dollar amount appears on your transaction history as the transaction amount. (refer to section 17 below for all fees associated with your use of the Prepaid Card).

16. VERIFIED BY VISA

Your Prepaid Card has been automatically enrolled with Verified by Visa. Verified by Visa is a program designed to authenticate online transactions. This means that when you use your Prepaid Card online to make a purchase at a Verified by Visa Participating Merchant, your identity may need to be validated if the relevant transaction is deemed to be high risk.

A transaction may be deemed high risk if it is for a high value or an irregular purchase based on your previous Prepaid Card transaction history.

In order to validate your identity, you will be asked to answer personal questions which we will match against your personal information that we have obtained from you.

If you are unable to validate your identity after three attempts, you will be unable to complete the transaction and your Prepaid Card will be temporarily suspended from use with all Verified by Visa Participating Merchants. To have your Prepaid Card manually unsuspended, you may contact Indue on 1300 671 819 during Indue's call centre operating hours (refer to section 3 above).

If, after your Prepaid Card has been unsuspended, you attempt an online transaction with a Verified by Visa Participating Merchant and again you are unable to validate your identity after three attempts, your Prepaid Card will be indefinitely suspended from use with all Verified by Visa Participating Merchants. To have your Prepaid Card unsuspended, you must contact Indue on 1300 671 819 during Indue's call centre operating hours (see section 3 above).

Online transactions that are attempted with Verified by Visa Participating Merchants and which are deemed to be **very** high risk transactions will be automatically declined without asking you to validate your identity. For assistance in these circumstances, contact Indue on 1300 671 819 during Indue's call centre operating hours (see section 3 above).

Verified by Visa has certain browser requirements that will change from time to time and can be seen at www.visa.com.

17. FEES AND CHARGES

The only way in which Value can be loaded onto a Prepaid Card is by iGoDirect doing so on instruction from the Controlling Entity, as part of its rewards or loyalty programs. Indue is not providing the rewards or loyalty programs being provided by the Controlling Entity, nor is the Controlling Entity acting on behalf of Indue. No conduct of, or representations made by, the Controlling Entity is binding on Indue. Indue is not responsible for your funds until they reach the Prepaid Card.

Indue acts on the instructions of iGoDirect in allocating funds to your Prepaid Card.

iGoDirect or the Controlling Entity may charge fees associated with operating the rewards or loyalty programs. These fees may be deducted from your rewards value before the Value is loaded onto the Prepaid Card. Indue is not responsible for, or have visibility of, these rewards/loyalty program fees and charges. If you have a query in relation to these fees, you should contact iGoDirect.

The following standard fees and charges apply. All fees and charges that are set out in this section 17 are inclusive of GST. You agree to pay to Indue all fees and charges that are set out in this PDS. Indue will deduct these fees and charges from your Prepaid Card by deducting the amount of the fee or charge from the Value on your Prepaid Card in

accordance with this section 17.

If you consider that Indue has incorrectly charged you a fee or charge, you may dispute this by contacting either Indue or iGoDirect in accordance with section 24 below. Any fee or charge determined by Indue to be incorrectly charged will be reversed by Indue. Indue may choose to waive or reduce any of the fees set out below.

FEES	
Cancellation Fee: (refer to section 19 below)	Refer to section 19 below.
Prepaid Card Replacement Fee: (refer sections 19 and 20 below)	\$11.00, per Prepaid Card
Expiry Fee: (refer to section 19 below)	Refer to section 19 below.
Currency Conversion Fee: payable and deducted from your Prepaid Card at the same time you make a transaction using your Prepaid Card in a currency other than Australian dollars, or you make a transaction using your Prepaid Card in any currency (including AUD) that is processed by a card scheme or financial institution or billed by the merchant outside of Australia (refer to section 15 above).	3.5% of the total amount of each relevant transaction. This fee includes an amount payable by us to Visa. The fee is a percentage of the converted AUD amount shown on your transaction history.

We may deduct a fee or charge from the Value of your Prepaid Card, even if that results in your Value having a Negative Balance. You must repay the Negative Balance on your Prepaid Card by loading sufficient value to your Prepaid Card to bring the balance to at least \$0.00. If you don't, you may not be able to use your Prepaid Card.

18. LIMITATIONS ON THE USE OF YOUR CARD

The Prepaid Card must not be used for illegal purposes, including the purchase of goods or services deemed illegal by any Australian law. You must not resell your Prepaid Card to any other third party.

19. CARD EXPIRY, CANCELLATION AND REPLACEMENT

Card Replacement

Prior to the Expiry Date, you may contact iGoDirect and request that a new Prepaid Card be distributed to you if agreed to by the Controlling Entity. Indue will transfer the Value on your existing Prepaid Card to your new Prepaid Card at the time you activate your new Prepaid Card, which iGoDirect will post to your nominated address.

You will be charged a Prepaid Card Replacement Fee at the time you request a new Prepaid Card. See section 17 above.

Card Cancellation

The Prepaid Card always remains the property of Indue. Indue or iGoDirect may, in their discretion, cancel or temporarily suspend your Prepaid Card at any time. We may do this if:

- your Prepaid Card, Card Information or PIN has been, or iGoDirect or Indue reasonably suspect has been, compromised;
- you have caused your Prepaid Card to be compromised; or
- you breach a law or a condition of this PDS and Indue or iGoDirect reasonably believe the breach is of a serious nature.

If these circumstances arise, Indue or iGoDirect will notify you that your Prepaid Card has been cancelled. Indue or iGoDirect may also require you to return your Prepaid Card to them. If your Prepaid Card is cancelled or suspended, Indue or iGoDirect will either (in their discretion) arrange for any remaining Value on your Prepaid Card to be returned to you or to transfer the Value to a new Prepaid Card, which iGoDirect will send to you.

You may cancel your Prepaid Card at any time by giving Indue or iGoDirect notice in writing or by telephone. Prior to the cancellation of your Prepaid Card, you should ensure that you use all Value that is remaining on your Prepaid Card. Note that an Expiry Fee may apply. Please see below.

Value at Cancellation Date and Expiry Date

Provided your Prepaid Card is not cancelled, prior to the Expiry Date you should ensure that you use all Value remaining on your Prepaid Card. In most circumstances iGoDirect will contact you prior to the Expiry Date of your Prepaid Card to remind you to use the balance of the Value on the Prepaid Card.

On the Expiry Date or Cancellation Date, Indue will deactivate your Prepaid Card. This means you will no longer be able to use it to access the Value.

If on the Expiry Date or Cancellation Date, Value remains on your Prepaid Card, then:

- if this Value is less than or equal to \$15.00, you will be charged an Expiry Fee equal to the Value remaining on your Prepaid Card. For example, if the Value remaining on your Prepaid Card on the Expiry Date is \$12.22, on the Expiry Date or Cancellation Date Indue will charge you an Expiry Fee equal to \$12.22. As a result, your expired Prepaid Card will have \$0.00 remaining Value and we will not return any funds to you; or

if this Value is greater than \$15.00, then you should contact iGoDirect and request that the Value remaining on your Prepaid Card be returned to you. iGoDirect may, at its sole discretion, elect to either return any remaining Value to you by transferring the Value (less a Prepaid Card Replacement Fee – see section 17 above) to a new Prepaid Card that will be issued to you or by alternatively transferring the Value via electronic funds transfer to your nominated Australian bank account. If you have not contacted iGoDirect within one month after the Expiry Date, Indue will arrange for iGoDirect on our behalf to make reasonable attempts to contact you to arrange for the Value remaining on your Prepaid Card to be returned to you either through the issue of a new Prepaid Card (less the Prepaid Card Replacement Fee) or by transferring the Value to your nominated bank account.

If value still remains on your Prepaid Card after 7 years from the Expiry Date or Cancellation Date, we may transfer the balance of the card to the Commonwealth Government as “unclaimed money”. Before we transfer the balance to the Commonwealth Government as “unclaimed money”, we will make reasonable endeavours to contact you using your last-known contact details. You have the right to claim your money that is held with the Commonwealth Government. Please refer to ASIC’s website at www.asic.gov.au for details.

You must not use your Prepaid Card after the Expiry Date or Cancellation Date. In some circumstances your Prepaid Card may be used for store purchases which are below Floor Limits and where no electronic approval is required or transactions on your Prepaid Card may be processed manually. If you use your Prepaid Card after the Expiry Date or Cancellation Date in these circumstances then you will be liable to Indue for the Value of any transaction as well as any reasonable costs incurred by Indue in collecting the amount owing.

20. **LOSS, THEFT AND UNAUTHORISED USE**

By Website

If you believe your PIN record has been lost or stolen or your PIN has become known to someone else, you should **IMMEDIATELY** logon to www.activ8visa.com.au and select "Change your PIN", and follow the prompts.

If you believe your Prepaid Card has been lost or stolen, you should IMMEDIATELY logon to www.activ8visa.com.au and select "lost and stolen card" and follow the prompts. This will place a stop on your Prepaid Card.

By Telephone

Alternatively, if you believe your Prepaid Card or PIN record has been lost or stolen, or your PIN has become known to someone else, you should IMMEDIATELY report this by contacting iGoDirect on 1800 446 347.

After you notify iGoDirect, a stop will be placed on your Prepaid Card.

Notification Requirements

If you cannot reasonably notify iGoDirect in accordance with one of the methods described above as a result of the website or phone number referred to above being non-operational, any losses occurring due to non-notification will be the liability of Indue and/or iGoDirect. To ensure any losses are minimised, you are required to continue to try to contact iGoDirect either through the website or the phone number referred to above.

Providing you continue to try to use reasonable endeavours having regard to your own individual circumstances to notify Indue or iGoDirect, Indue and iGoDirect will continue to be liable for any loss occurring on your Prepaid Card. If you do not try to notify us as is reasonable having regard to your own individual circumstances, then you may become liable for any losses occurring on your Prepaid Card in accordance with section 21 below.

Procedure – Card Suspension

iGoDirect will use its best endeavours to contact you within 72 hours from when a stop was placed on your Prepaid Card to arrange either a replacement card to be issued to you or for your Prepaid Card to be reactivated in circumstances where you have found it. After a stop has been placed on your Prepaid Card, you will not be able to, and you must not attempt to, use your Prepaid Card until you have spoken with iGoDirect to reactivate or replace your Prepaid Card (even if you have found your Prepaid Card).

In some circumstances, your Prepaid Card may be used for store purchases which are below Floor Limits and where no electronic approval is required. If you use your Prepaid Card after a stop has been placed on your Prepaid Card, you will be liable to Indue for the Value of any transaction as well as any reasonable costs incurred by Indue in collecting the amount owing.

Procedure – Card Replacement

Once a replacement Prepaid Card is issued to you, the Value remaining on your lost or stolen Prepaid Card will be transferred to your new Prepaid Card less the value of any unauthorised transactions for which you are liable (refer to section 21 for a list of circumstances where you may be held liable for unauthorised transactions) and the Prepaid Card Replacement Fee (refer to sections 17 and 19 above).

You must give iGoDirect a reasonable time to arrange cancellation and the issue of a replacement Prepaid Card.

21. YOUR LIABILITY IN CASE YOUR CARD IS LOST OR STOLEN OR IN THE CASE OF UNAUTHORISED USE

Unauthorised and fraudulent transactions may occur on your Prepaid Card and, in certain circumstances, you may be liable for these transactions. How liability is determined for these unauthorised transactions is described below.

- (1) You are not liable for any unauthorised use of your Prepaid Card:
 - (a) before you have actually received your Prepaid Card or set your PIN;
 - (b) after you have reported it lost or stolen under section 20;
 - (c) if you didn't contribute to any unauthorised use of your Prepaid Card; or
 - (d) subject to section 21(4) below, if the unauthorised transaction was made using your Prepaid Card information without use of your actual Prepaid Card or PIN.
- (2) For the purpose of section 21(1)(c), we will undertake an assessment to consider whether you have contributed to any loss caused by unauthorised use of your Prepaid Card. This assessment will include a review of whether you:
 - (a) voluntarily disclosed your PIN to anyone, including a family member or friend;
 - (b) voluntarily allowed someone else to observe you entering your PIN into an Electronic Banking Terminal;
 - (c) wrote or indicated your PIN (without making any reasonable attempts to disguise the PIN) on your Prepaid Card or any article carried with your Prepaid Card or likely to be lost or stolen at the same time as your Prepaid Card;
 - (d) allowed anyone else to use your Prepaid Card;
 - (e) unreasonably delayed notification of:
 - (i) your Prepaid Card or PIN record being lost or stolen; or
 - (ii) unauthorised use of your Prepaid Card; or
 - (iii) the fact that someone else knows your PIN.
- (3) Where a transaction can be made using your Prepaid Card but does not require your PIN, you are liable only if you unreasonably delay reporting the loss or theft of your Prepaid Card.
- (4) If iGoDirect or Indue can prove on the balance of probability that you've contributed to the unauthorised use of your Prepaid Card under this section 21, your liability will be the lesser of:
 - (a) the amount of the actual loss, if that amount is less than the Value stored on your Card at the time the loss occurred;

- (b) the actual loss at the time we are notified of the loss or theft of your Prepaid Card;
 - (c) the Prepaid Card Limit; or
 - (d) the amount for which you would be held liable if the Visa scheme rules applied.
- (5) Where a PIN was required to perform an unauthorised transaction and it is unclear whether or not you have contributed to any loss caused by unauthorised use of your Prepaid Card, your liability will be the lesser of:
- (a) \$150;
 - (b) the actual loss if the loss is less than the Value stored on your Prepaid Card at the time the loss occurred;
 - (c) the actual loss at the time we are notified of the loss or theft of your Prepaid Card; or
 - (d) the amount for which you would be held liable if the Visa scheme rules applied.
- (6) In determining your liability under this section 21:
- (a) we will consider all evidence including all reasonable explanations for an unauthorised use having occurred;
 - (b) the fact that an account is accessed with the correct PIN, while significant, is not of itself conclusive evidence that you have contributed to the loss; and
 - (c) the use or security of any information required to perform a transaction that you are not required to keep secret (for example, the number on the front of your Prepaid Card, the account number and BSB on the back of your Prepaid Card and the Expiry Date) is not relevant to your liability.
- (7) Your liability for losses occurring as a result of unauthorised access will be determined under the ePayments Code as issued or replaced from time to time by the Australian Securities and Investments Commission. You can find a copy of the ePayments Code on ASIC's website (www.asic.gov.au). The guidelines set out at section 12 to safeguard your Prepaid Card and PIN are the minimum suggested security measures you should take. If you disagree with our processes, you should contact us and request that we review our decision in accordance with section 24 below.

22. **VISA ZERO LIABILITY**

In addition to the limits placed on your liability as described in section 21 above, Visa's scheme rules provide that Indue and iGoDirect shall limit your liability to nil in the following circumstances:

- you have not contributed to any loss caused by unauthorised use of your Prepaid Card as described in section 21(2) above; and
- you have provided all reasonably requested documentation to Indue or iGoDirect, which may include provision of a statutory declaration and police report.

Where this Visa zero liability provision applies, Indue will endeavour to refund the amount of the unauthorised transactions within five (5) days, subject to:

- you having provided all reasonably requested information to Indue or iGoDirect;

- you are not otherwise in default or have breached the terms and conditions set out in this PDS; and
- Indue has not reasonably determined that further investigation is necessary before refunding the amount of the unauthorised transactions based on:
 - (a) the use of the Prepaid Card;
 - (b) the nature and circumstances surrounding the unauthorised transactions; or
 - (c) any delay in notifying Indue or iGoDirect of the unauthorised transactions.

Any refund is conditional upon the final outcome of Indue's investigation of the matter and may be withdrawn by Indue where it considers that this provision shall not apply as a result of those investigations. In making any determination in respect of this section, Indue and iGoDirect will comply with the requirements of section 24 below.

23. STATEMENT OF TRANSACTION HISTORY

You may check the Value that is on your Prepaid Card and your transaction history, 24 hours a day 7 days a week, by visiting the Website at www.acti8visa.com.au. You should regularly review your transaction history in order to identify any unauthorised transactions.

24. DISPUTED TRANSACTIONS

If you believe a transaction is wrong or unauthorised or your account statement contains any instances of unauthorised use or errors, you must immediately notify iGoDirect. As soon as you can, you must also provide iGoDirect the following:

- your name and address and Prepaid Card number;
- details of the transaction or the error you consider is wrong or unauthorised;
- the dollar amount and an explanation as to why you believe it is an unauthorised transaction or an error;
- details of whether your Prepaid Card is signed and your PIN secure; and
- any other details requested by iGoDirect or Indue.

iGoDirect and Indue have the ability to investigate any disputed transactions which occurs on your Prepaid Card.

The Visa scheme has a dispute resolution process that is contained in Visa's operating rules. The process sets out specific circumstances and timeframes in which a member of the scheme (for example, Indue, a bank or another financial institution) can claim a refund in connection with a disputed transaction on a cardholder's behalf. This right is referred to as a "chargeback right".

Accordingly, Indue's ability to investigate a disputed transaction on your behalf is limited to the time frames imposed pursuant to the Visa scheme rules. The timeframes vary between 75 days and 120 days so it is important that you notify Indue or iGoDirect as soon as you become aware of a disputed transaction.

Typically, Indue will be able to chargeback a transaction where a transaction occurred offline (for example, a fallback transaction) and the relevant transaction is over the Floor Limit.

You may wish to dispute a transaction in circumstances where:

- the transaction is not recognised by you;
- you did not authorise the transaction;
- you did not receive the goods or services to which the transaction relates;
- the transaction amount differs to the purchase amount;
- you believe a transaction has been duplicated.

If iGoDirect or Indue determine that an error was made or that you are not liable for the transaction in accordance with the terms set out in sections 21 and 22, then Indue will make the appropriate adjustments to your Prepaid Card and will advise you in writing of the amount of the adjustment.

25. PRIVACY AND INFORMATION COLLECTION

Indue and iGoDirect may collect your personal information:

- to identify you in accordance with the AML Legislation and Visa scheme rules;
- to provide information about a product or service;
- to consider your request for a product or service;
- to provide you with a product or service;
- to assist in arrangements with other organisations in relation to the provision of a product or service or suspend its operation until it is provided;
- to perform administrative and operational tasks (including systems development and testing, staff training, and market or customer satisfaction research);
- to prevent or investigate any fraud or crime (or a suspected fraud or crime); and
- as required by relevant laws and scheme rules.

In some circumstances, Indue or iGoDirect (as the case may be) may collect your personal information from a third party service provider. Indue or iGoDirect may collect information from other participants in the payments system and other financial institutions in order to resolve disputes or errors (refer to section 24 above). Indue and iGoDirect collect this information in order to manage the service they provide to you, consistent with these conditions of use.

If you do not provide some or all of the information requested, Indue and iGoDirect may be unable to provide you with a product or service.

Indue and iGoDirect may provide your information:

- to another member of its group;
- to any outsourced service providers (for example mailing houses, fraud and anti-money laundering service providers, data switch service companies);

- to regulatory bodies, government agencies, law enforcement bodies and courts;
- to other parties as is authorised or required by law;
- to participants in the payments system and other financial institutions for the purpose of resolving disputes, errors or other matters arising out of your use of your Prepaid Card or third parties using your Prepaid Card or card information; or
- the Controlling Entity.

You may access any of your personal information at any time by calling iGoDirect on 1800 446 347. You may also call Indue on 1300 671 819. Indue or iGoDirect may charge you a reasonable administration fee for access. This fee will be advised to you upfront in order for you to determine whether you wish to access your personal information. If you can show that information about you is not accurate, complete and up to date, iGoDirect or Indue (as the case may be) will take reasonable steps to ensure it is corrected so that it is accurate, complete and up to date. iGoDirect or Indue (as the case may be) will not charge any extra fee for correcting your information. There may be circumstances when Indue or iGoDirect may be unable to provide you with access or to correct your information, in which case Indue or iGoDirect (as the case may be) will provide you with a written reason. For details on how you may access and seek correction of the personal information Indue or iGoDirect holds about you, please refer to their Privacy Policies available at www.indue.com.au and www.activ8visa.com.au

Indue and iGoDirect will not collect sensitive information about you, such as health information, without your consent.

To facilitate transaction identification and to assist with the identification of suspicious or fraudulent transactions, your personal information and transaction details may be sent to countries other than Australia. As at the date of this PDS, these countries are likely to include the United Kingdom, the United States, Israel, Spain and the Netherlands. By using your Prepaid Card, you agree that your personal information and transaction details may be sent overseas for the purposes of assisting with the identification of suspicious or fraudulent transactions or as required by law.

In accordance with the *Privacy Act 1988* (Cth), Indue and iGoDirect must comply with the Australian Privacy Principles. You have the right to lodge a complaint if you believe Indue or iGoDirect has breached the Australian Privacy Principles. For details on how you may complain about a breach and how Indue and iGoDirect deal with complaints, please refer to Indue's and iGoDirect's Privacy Policies available at www.indue.com.au and activ8visa.com.au

If you would like a copy of Indue's or iGoDirect's Privacy Policy to be sent to you, please contact Indue on 1300 671 819 or iGoDirect on 1800 446 347.

26. CHANGES TO THESE TERMS AND CONDITIONS

The information in this PDS is current as at the date stated at the beginning of this document. We may change, add to or delete the terms and conditions set out in this PDS at any time. Where the change involves an increase in our fees or charges, or an increase in the risk associated with the Prepaid Card or may otherwise be detrimental to you, we will provide you with at least 30 days' prior notice of the change or variation. In these circumstances, we will notify you of the change by sending to you a supplementary product disclosure statement. You consent to us notifying you by email for this purpose.

If we make a change to this PDS, we'll update the PDS by amending the version of this

PDS that is available at www.activ8visa.com.au. The PDS available via the Website will be the latest version and will be at no cost to view. You may request a paper copy of the latest version of the PDS from Indue or iGoDirect without charge.

If you wish to cancel your Prepaid Card as a result of any change or variation we make to this PDS, you must contact Indue or iGoDirect to cancel your Prepaid Card. In these circumstances, you will not be charged any cancellation fee.

27. OTHER GENERAL CONDITIONS

You may not assign your rights under this PDS to any other person. Indue may assign its rights or transfer the contract to another person where such assignment is to a related party or third party where such third party has dispute resolution procedures similar to Indue's or more favourable to you. If Indue assigns or transfers the rights under this PDS, this PDS will apply to the transferee or assignee as if it were named as Indue. If we assign this PDS, we will provide you with notice and you will be able to cancel your Prepaid Card as a result of this assignment without being charged any card cancellation fees.

28. ANTI-MONEY LAUNDERING AND COUNTER-TERRORIST FINANCING

You acknowledge and agree that:

- where required, you will provide to Indue all information reasonably requested by Indue in order for Indue to comply with the fraud monitoring and anti-money laundering and counter terrorism financing obligations imposed on it pursuant to the AML Legislation;
- participation in the Visa scheme rules may impose other countries' laws such as the US Patriots Act;
- Indue may be legally required to disclose information about you to regulatory and/or law enforcement agencies;
- Indue may block, delay, freeze or refuse any transactions where Indue in its sole opinion considers reasonable grounds exist to believe that the relevant transactions are fraudulent, in breach of the AML Legislation or any other relevant law;
- where transactions are blocked, delayed, frozen or refused by Indue in accordance with this section 28, you agree that Indue is not liable for any loss suffered by it or other third parties arising directly or indirectly as a result of Indue taking this action;
- where required, Indue will monitor all transactions that arise pursuant to your use of Prepaid Card in accordance with its obligations imposed on it in accordance with the AML Legislation; and
- Indue may block your ability to use your Prepaid Card in certain countries, such as countries that are on the United Nations Security Council Sanctions List.

29. DEFINITIONS

In this PDS, unless otherwise indicated:

AML Legislation means the *Anti-Money Laundering and Counter Terrorism Financing Act 2006* (Cth) and its associated rules, regulatory guides and regulations.

ATM means automatic teller machine.

Business Day means a day that banking institutions are open in Brisbane, excluding Saturday, Sunday and public and bank holidays.

Cancellation Date means the date we are notified by you that you wish to cancel your Prepaid Card or the date we decide to cancel your Prepaid Card by exercising our discretion, as described in section 19.

Card Information means information that is attached or associated with a Prepaid Card (including card number, card expiry date and your personal details) that enables a transaction to be completed.

Controlling Entity means the entity that provides the value of funds to be loaded onto the Prepaid Card.

eftpos means Electronic Funds Transfer Point of Sale.

eftpos Device means an eftpos terminal at which payments can be made (for example, a terminal that a merchant has available in store at which you may make electronic payments using a card, such as your Prepaid Card, that is acceptable to the merchant).

Electronic Banking Terminal means an eftpos Device.

Electronic Transaction means a transaction: (i) initiated by your instruction to purchase goods and/or services using your Prepaid Card and your PIN (or signature depending on the relevant authorisation requirement at the Electronic Banking Terminal); (ii) arising from use of your Prepaid Card; or (iii) arising from the information stored on your Prepaid Card.

Expiry Date means the expiry date printed on the front of the Prepaid Card.

Floor Limit means an amount above which a payment using an eftpos Device requires approval by Indue in order for the transaction to be effected. Floor Limits are set by merchants' financial institutions.

iGoDirect means iGoDirect Group Pty Ltd ABN 17 110 897 320.

Indue means Indue Limited ABN 97 087 822 464 being the issuer of the Prepaid Card (Australian Financial Services Licence number 320 204).

Negative Balance means that the Value on your Prepaid Card is negative (less than \$0.00) rather than positive (\$0.00 or greater).

PIN means the Personal Identification Number required to be entered by you when using the Prepaid Card for Electronic Transactions (except for transactions requiring a signature and transactions conducted over the internet or telephone). The PIN is set by you at the same time you activate your Prepaid Card and may be changed by you from time to time (refer to section 22 above).

Prepaid Card means the Visa prepaid reloadable card issued by Indue to you, at the request of iGoDirect.

Prepaid Card Limit means the total Value that may be stored on a Prepaid Card at any one time, which as at the date of this PDS is \$4,999.

Reloadable means that additional Value may be loaded (added) onto your Prepaid Card from time to time in accordance with this PDS and provided that the Value stored on your Prepaid Card does not exceed the Prepaid Card Limit.

Orion means Indue's Prepaid Card fraud monitoring service;

Value means the monetary value stored on your Prepaid Card from time to time (expressed in Australian Dollars), that remains available to you.

Verified by Visa Participating Merchant means a merchant from whom online purchases can be made and who participates in the Verified by Visa program described in section 17.

Visa means Visa Worldwide PTE Ltd.

We, us, our means Indue.

Website means www.activ8visa.com.au.

You, your means the person to whom the Prepaid Card is issued.

30. INTERPRETATIONS

Reference to:

- one gender includes the other;
- the singular includes the plural and the plural includes the singular;
- a party named in this PDS includes the party's executors, administrators, successors and permitted assigns;
- money is referring to Australian Dollars unless otherwise stated;
- "Including" and similar expressions are not words of limitation;
- where a word or expression is given a particular meaning, other parts of speech and grammatical forms of that word or expression have a corresponding meaning;
- headings and any table of contents or index are for convenience only and do not form part of this Agreement or affect its interpretation;
- if an act must be done on a specified day which is not a Business Day, it must be done on the next business day.

31. PARTIES

If a party consists of more than 1 person, the terms and conditions set out in this PDS bind each of them separately and 2 or more of them jointly and severally.

An obligation, representation or warranty in favour of more than 1 person is for the benefit of them separately and jointly.