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# Combined financial services guide and product disclosure statement

15 January 2020

## Introduction

Our legal relationship with our customers is governed by the relevant Terms and Conditions of Use. These are available at [www.flexischools.com.au/legal](http://www.flexischools.com.au/legal).

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 an FSG issued by InLoop Pty Ltd ABN 27 114 508 771 (trading as Flexischools) which holds Australian financial services licence number 471558 (**Flexischools**). All Services will be provided by Flexischools. You can give us instructions by using the contact details set out in this FSG below. A reference to “us”, “we” or “our” in this FSG means Flexischools.

### 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 the Services we provide and the 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 8 am AEST/AEDT Monday to Friday

#### Email

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

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## 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, to retail and wholesale clients.

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 carefully the appropriateness of our Services in regard to your circumstances before you act on any advice we provide.

## Remuneration, commissions and other benefits

### Fees and Charges

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

### Employees

Employees of Flexischools receive salary plus superannuation where applicable. They may also be eligible for performance benefits in the form of monetary and non-monetary awards or additional incentive payments, including bonuses and shares.

### Third party referrals

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 the remuneration payments referred to above, however you must do so within a reasonable time after you are given this FSG and before we provide any Services to you.

## Associations

Flexischools does not have any relationships or associations that might reasonably be expected to be capable of influencing us in providing you with our financial services.

## Complaints

Please note that any complaints about any goods or services acquired or paid for using the Services should be resolved directly with the relevant Supplier.

We are committed to dealing with customer complaints in relation to the financial services which we provide fairly and efficiently, 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.

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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 8 am 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 business days;
- (b) resolve all complaints within 45 days.

If a complaint is not resolved within 45 days, we will inform you of progress and the reasons for the delay, and keep you informed every two weeks.

We will notify you of our decision in relation to your complaint, setting out clear and concise reasons, and inform you of the avenues open to you if you are not satisfied with our response.

### 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 AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers:

AFCA can be contacted as follows:

**Website**

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

**Email**

[info@afca.org.au](mailto:info@afca.org.au)

**Telephone**

1800 931 678 (free call)

**In writing to:**

Australian Financial Complaints Authority  
GPO Box 3  
Melbourne VIC 3001

### Compensation arrangements

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.

### Privacy and AML-CTF

As a financial services licence holder, we may have certain obligations under the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (Cth)*, and therefore need to obtain certain information from you when

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opening an Account. If we are not able to collect all information requested, then we may be unable to provide or to continue to provide the Services.

We may keep a copy of personal information that you give to us, but your privacy is important to us and we are committed to comply with the Australian Privacy Principles and the Privacy Act 1988 (Cth). A copy of our Privacy Policy is available from [www.flexischools.com.au/legal](http://www.flexischools.com.au/legal).

## 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. This PDS is an important document which provides information about our Services to assist you in making an informed decision about whether the Services will meet your needs.

Please read all of this PDS (and the Terms and Conditions of Use) carefully before deciding whether to use our Services.

### 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.

The information in this PDS is current as at the date of issue. The information in this PDS may change from time to time. If the change is not materially adverse to you, we may notify you of the change on our website at [www.flexischools.com.au](http://www.flexischools.com.au). You may obtain a free paper copy of any updated PDS by contacting us using the contact details set out in the FSG in Part A of this document.

### Our services

Our Services allow you to securely and conveniently order goods and services from, and make payments to, Suppliers with respect to the goods and services ordered. 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. Through your Account, you can store payment methods and pay for school orders via Visa, Mastercard, PayPal or direct deposit.

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, Suppliers, 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.

To find out more visit [www.flexischools.com.au](http://www.flexischools.com.au).

### 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.

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## 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:

**Suppliers** – Flexischools is not the supplier of any goods or services you purchase and/or receive using the Services. In most cases, Flexischools is not responsible for, nor does it have any control over, the promotion of goods and services. Flexischools is not responsible for, nor does it have any control over, the provision of such goods and services or the quality or fitness for purpose of those goods and services. There is a risk that a Supplier 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 mistaken or erroneous transaction while using your Account. You are responsible for any mistakes or errors made while using your Account.

**Unauthorised transactions or access** – 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 goods and services 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** – Gives you access to a detailed record of every school purchase made through Flexischools.

**Peace of mind** – Flexischools has processed over 75 million orders and everyday our Australian-based customer service team works to ensure every order is successfully received by the Supplier.

## Fees and other costs

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

Fee Description	Amount and when payable
<p><b>Debit, Credit or Prepaid Card Surcharge</b> A fee reflecting the costs of allowing you to use a debit, credit or prepaid card to increase the balance of an Account (including to immediately pay for goods and services)</p>	<p>Varies depending on type of card used:</p> <ul style="list-style-type: none"> <li>— Visa Debit and Prepaid - \$0.05 + 0.7% of the transaction amount, payable at the time of the relevant transaction.</li> <li>— Visa Credit and Other - \$0.05 + 0.7% of the transaction amount, payable at the time of the relevant transaction.</li> <li>— Mastercard Debit and Prepaid - \$0.05 + 1.25% of the transaction amount, payable at the time of the relevant transaction.</li> <li>— Mastercard Credit and Other - \$0.05 + 1% of the transaction amount, payable at the time of the relevant transaction.</li> <li>— Nil per transaction for electronic funds transfer from a bank account.</li> </ul>
<p><b>PayPal Surcharge</b> A fee reflecting the costs of allowing you to use PayPal to increase the balance of an Account (including to immediately pay for goods and services)</p>	<ul style="list-style-type: none"> <li>— \$0.07 + 0.9% of the transaction amount, payable at the time of the relevant transaction.</li> <li>— Nil per transaction for electronic funds transfer from a bank account</li> </ul>
<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, but an amount up to:</p> <ul style="list-style-type: none"> <li>— \$0.29 for online canteen and online food and/or drink orders per order, payable at the time the order is placed.</li> <li>— \$0.50 for seated events or guest services where the Supplier has agreed to pay certain costs, payable at the time the order is placed.</li> <li>— \$2.50 for uniform shop orders, seated events or guest services where the Supplier passes on certain costs, payable at the time the order is placed. Note that the fee for uniform shop orders will be nil where the Supplier has agreed to pay certain costs.</li> </ul>
<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, payable at the end of each 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 to you.

## Fee calculation examples

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

### Example One – Using a Credit Card to add funds to your Account

Assuming you are adding \$20 to your Account using a Visa credit card:

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- Debit, Credit or Prepaid Card Surcharge for payment by Visa credit card: \$0.05 + 0.7%
  - Calculation: \$0.05 + 0.7% of \$20 = \$0.19
  - Debit, Credit or Prepaid Card Surcharge = \$0.19

### Example Two – Using PayPal to add funds to your Account

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

- PayPal Surcharge for payment by PayPal: \$0.07 + 0.9%
- Calculation: \$0.07 + 0.9% of \$20 = \$0.25
- PayPal Surcharge = \$0.25

### Example Three – Using Electronic Funds Transfer to add funds to your Account

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

- Debit, Credit or Prepaid Card/PayPal Surcharge for payment by electronic funds transfer: Nil
- Debit, Credit or Prepaid Card/PayPal Surcharge = \$0.00

### Third party debit, credit or prepaid card fees

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

### Taxation implications

There may be tax implications with any transactions you enter into with us. You should obtain independent taxation advice about any taxation implication for you of using the Services.

### 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: Financial services guide.

### Cooling off

You should be aware that cooling off rights do not apply to your use of our Services.

### Glossary

#### Account

An online account provided by us, restricted by a username and password, and which allows you to access 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 and pursuant to which you can access goods and services from the relevant Supplier.

#### Supplier

An entity from which goods and services may be purchased using the Services (e.g. your child's school).

#### we and us

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