

Combined Financial Services Guide & Product Disclosure Statement

Non Cash Payment Products and Services

About This Document

This combined Financial Services Guide (**FSG**) and Product Disclosure Statement (**PDS**) is designed to help you decide whether to use any of the financial services described in the FSG and PDS.

The Monoova Automated Payment Service (**Monoova APS**) is a non-cash payment product issued by Monoova Global Payments Pty Limited (ABN 77 106 249 852 | AFSL 421414) (**Monoova Global**). The Monoova APS is operated by Monoova Payments Pty Ltd (ABN 38 126 015 227 | AR No. 428863), trading as Monoova (**Monoova**). Monoova is an authorised representative of Monoova Global. Monoova and Monoova Global are part of the same corporate group whose ultimate holding Company is Monoova Limited (ABN 39 660 380 370).

In this document, **we**, **us** or **our** means Monoova or Monoova Global, as the context applies.

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

This FSG and PDS is dated 30 April 2026.

This FSG and PDS is issued by Monoova Global who has authorised the distribution of this FSG and PDS by Monoova. Monoova Global is ultimately responsible for the operation of the Monoova APS.

1. Financial Services Guide

This FSG contains information about:

- The financial products and services we provide
- The benefits paid to us and others in connection with our services
- Details of any associations or relationships that might affect the services that we provide
- Our dispute resolution processes and how you can access them

2. Who is Monoova?

Monoova is a financial services business that can provide you with general advice on, and arrange for you to be issued with, non-cash payment products (**Services**).

The Services we provide are predominantly in connection with the Monoova APS. The Monoova APS is a non-cash payment product which automates how you receive, manage and pay funds using a number of payment methods including BPAY Scheme, Direct Entry, NPP (including PayID and PayTo), RTGS, FX services (through Monoova Global's arrangements with Interchange Parties) and online card payments. We operate the Monoova APS on behalf of Monoova Global, the product issuer.

3. How to contact us

Monoova and Monoova Global's contact details are:

Telephone: 1300 656 157

Email: hello@monoova.com

Post: GPO Box 3352, Sydney NSW 2001

Monoova Global Payments Pty Ltd

ABN: 77 106 249 852 | AFSL: 421 414 | Suite 11.03, Level 11, 201 Kent St, Sydney NSW 2000

GPO Box 3352, Sydney NSW 2001 | 1300 939 068 | sales@monoova.com | [monoova.com](https://www.monoova.com)

4. Instructing Us

You may give us (or in the case of FX services, Monoova Global) instructions by API. We may also receive instructions from you by telephone, in person, email, or the relevant Monoova Portal in certain circumstances.

- API stands for “application programming interface” and allows for system-to-system communication.
- The Monoova Portal is an interface that allows you to instruct us (or Monoova Global, in the case of FX services) using your internet browser.

An extended definition of Monoova Portal is included in the Key Terms section of the PDS.

5. Our advice policy

a) General Advice Only

We will only provide you with general advice that does not take into account your individual objectives, financial situation or needs (**General Advice**). Whenever we provide you with General Advice, you should consider whether our advice is appropriate for your particular financial circumstances and requirements and consider the relevant PDS.

6. Other Documents you may receive

a) Product Disclosure Statement

We will provide you with a PDS (where required by law) if we arrange for you to be issued with a financial product such as the Monoova APS (or make an offer to arrange). The PDS contains information to help you make an informed decision about whether you wish to acquire the financial product. It includes information about the financial product such as fees payable, risks, benefits and significant characteristics. We recommend that you read and consider the PDS before making any decision about whether to acquire any financial product.

A copy of the PDS for the Monoova APS is provided below.

b) Payment Services Agreement, FX Services Agreement and Fee Schedule

In order to arrange for you to acquire a financial product, we may provide you with additional documentation to facilitate your request. For example, these documents may include agreements, terms and conditions and transaction documents. All transactions and Services related to the Monoova APS are governed by the Payment Services Agreement (and any documents referred to in that document) where Monoova is the contracting party, and the relevant Fee Schedule relating to such service. Any FX services (and any services related to the FX services) are governed by the FX Services Agreement where Monoova Global is the contracting party and the relevant Fee Schedule relating to such services will apply. We, or Monoova Global, may co-issue Fee Schedules to you depending on the types of services you require.

Copies of the Payment Services Agreement (including any applicable documents referred to in that document), and FX Services Agreement (if applicable) will be provided at the same time as the provision of this PDS. You can obtain up-to-date copies of these documents from us by contacting support@monoova.com.

7. Remuneration and Referrals

a) Monoova APS

We receive the fees set out in the Fee Schedule which is part of the PDS when you use the Monoova APS. Much of the fees charged cover our costs of providing the services.

b) Staff Remuneration

Staff members of Monoova and Monoova Global are salaried employees. This means all staff receive a salary, plus superannuation. Whether staff members receive any additional rewards or benefits depends on a number of balanced performance and behavioural factors. Staff members may be entitled to receive a bonus, the level of which may depend on the overall performance of the company throughout the course of the year, and the individual (or teams) ability to meet:

- Performance targets in relation to sales; and/or
- Performance targets based on other factors such as compliance and regulatory commitments, customer service experience and corporate responsibility requirements.

c) Third-party referrals

If you have been referred to us by a third party, we may have an arrangement with that third party to pay remuneration (including a commission) for the referral.

d) Relationships and associations

Monoova and Monoova Global are part of, and share in the success of, the same corporate group. Monoova and Monoova Global are both subsidiaries of, and may pay dividends to, Monoova Limited. Entities within the corporate group also share human and technical resources.

8. Making a Complaint

We pride ourselves on our customer service standards. Whether you are providing feedback, paying a compliment or making a complaint, your input is important.

If you are not satisfied with our service, please contact Monoova or Monoova Global. You can make a complaint to each of us in any of the following ways:

- Telephone 1300 656 157
- Email complaints@monoova.com
- Writing to: GPO Box 3352, Sydney NSW 2001 Attention: Complaints Manager

When making your complaint please tell us:

- your name
- how you wish us to contact you (for example, by phone, email)
- what your complaint is about; and
- what you are seeking to resolve your complaint.

Acknowledgement

We will acknowledge receipt of your complaint in writing within one business day, or as soon as practicable and try to resolve it as quickly as possible. When acknowledging your complaint, we will also have regard to any preferences you have communicated to us in relation to the way in which you wish for us to communicate with you.

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Investigation of your complaint

If we cannot resolve your complaint immediately, we will need some time to investigate your concerns. We may also request that you provide us with further information to assist with our investigation.

Outcome of your complaint

We will provide you with our written reasons for the outcome of your complaint no later than 20 business days after receiving your complaint. Our response will also inform you of your right to escalate your complaint to the Australian Financial Complaints Authority (**AFCA**). AFCA offers a free and independent dispute resolution for financial complaints to individuals and small businesses.

For more information on how we handle complaints, please read our Complaints Policy on our website at www.monoova.com.

Escalating your complaint

If you are not satisfied with our response to your complaint, you can escalate your complaint to AFCA. AFCA You can contact AFCA using the following details quoting our AFCA membership number (#29468):

- Email: info@afca.org.au
- Phone: 1800 931 678 (or +61 1800 931 678 if calling from overseas)
- Online: www.afca.org.au
- Mail: GPO Box 3, Melbourne, VIC, 3001

9. Professional Indemnity Insurance

Monoova maintains professional indemnity insurance, which meet the requirements of section 912B of the Corporations Act, covering the financial products and services we provide, including any claims in relation to the conduct of our former representatives or employees.

10. Privacy Policy

Monoova is committed to protecting your privacy. We have systems and processes in place which safeguard against the unauthorised use or disclosure of your personal information. Please contact us if you have any concerns. A copy of our Privacy Policy is available online at www.monoova.com.

Product Disclosure Statement

This Product Disclosure Statement (**PDS**) is an important document. It is designed to provide you with important information regarding the Monoova Automated Payment System (**Monoova APS**) with an overview of the **benefits and risks provided in Section 4**, below.

This PDS provides information in relation to the Monoova APS to assist you in making an informed decision about whether the Monoova APS is appropriate to you.

Please read all of this PDS and the Payment Services Agreement, the relevant Fee Schedule provided to you with this PDS (up to date copies are available by contacting Monoova or Monoova Global (as applicable) by calling 1300 656 157 or by emailing support@monoova.com), carefully before deciding whether to use the Monoova APS. If you wish to obtain FX services as described in this PDS, you must also enter into the FX Services Agreement. You can find further information about the Monoova APS online at www.monoova.com.

The FX Services Agreement includes information about 'spot' FX services, which are not financial services for which a PDS is required and are available to all clients. The FX Services Agreement also contains information about other foreign exchange contracts which are not offered to clients which are 'retail clients' under the Corporations Act. Unless we have confirmed that you are a Wholesale Client, you may only use 'spot' FX services.

The information in this PDS is current as of the date of issue. The information in this PDS may change from time to time. You should check whether you have the most up to date version before using the Monoova APS. We will notify you electronically of material changes to information in this PDS. We usually give 30 days' prior notice of a material change, but may give less notice if a change is urgently needed to manage risks to us or our clients. If the change is not materially adverse to you, we may also notify you electronically or otherwise display the change on our website at www.monoova.com. On your request, we will give you a paper or electronic copy of any updated information without charge.

For information on how we handle complaints and for contact details for us, please refer to the FSG (above).

1. Monoova Automated Payment System

The Monoova APS is a payment processing service which can automate how you receive, manage and pay funds across a large number of payment methods.

The Monoova APS enables you to:

<p>1. Receive a payment</p>	<ul style="list-style-type: none"> • Be issued with BSB and account numbers to allow you to automate your reconciliation of incoming transactions including Direct Entry and NPP transactions • Be issued with PayIDs to allow you to automate your reconciliation of incoming NPP transactions • Debit a BSB and account number, or PayID (via direct debit and PayTo) and vary the debit arrangement with your customer (per the PayTo Mandate) • Be issued with a BPAY biller code to allow you to receive BPAY Transactions • accept payments sourced from debit cards or credit cards in the American Express, Visa or MasterCard systems or in other systems we allow, by means of a virtual card acceptance terminal
<p>2. Manage funds</p>	<ul style="list-style-type: none"> • Access reports and statements on all transactions processed with the Monoova APS

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	<ul style="list-style-type: none"> • Verify bank-account ownership • Issue additional virtual accounts for ease of reconciliation • Implement rules concerning receipt of funds • Create PayTo agreements • Manage returns, refunds and other transaction queries
3. Make a payment	<ul style="list-style-type: none"> • Pay funds to an Australian BSB and account number • Pay funds to a BPAY biller code and customer reference number • Pay funds to a PayID
4. Perform FX services	<ul style="list-style-type: none"> • Pay funds in an available currency of your choice to a financial institution account that is accessible through the Swift network or our supported local payment networks. When performing FX services, the original currency need not be denominated in Australian dollars and need not be the same as the destination currency.#

#You must sign up to the FX Services Agreement (and relevant documents referred to in that document) with Monoova Global (as your contracting party) in order to access this service. Only Monoova Global can (through Interchange Parties) make the payment to an overseas financial institution account or receive relevant foreign currency to pay a domestic financial institution account. Monoova Global will typically enter into one or more FX Contract(s) with you in connection with the FX services. Unless otherwise agreed with its clients, Monoova Global generally offers Spot FX Contract to all clients and Forward FX Contract, only to clients that Monoova Global has confirmed qualify as Wholesale Clients.

Monoova and Monoova Global are not banks and do not offer banking services. The Monoova APS receives and pays funds on your behalf and in accordance with your instructions when such funds are settled by the Interchange Parties. In the case of services other than FX services, funds in the course of processing are held in the Monoova Account, separate from Monoova's corporate funds.

In the case of FX services, funds in the course of processing are generally held in accounts in the name of Monoova Global with its Interchange Parties or the relevant Account issued by Monoova to Monoova Global (as applicable) and are separate from Monoova Global's corporate funds.

The Monoova APS is issued by Monoova Global. Monoova provides general advice on, and arrange for you to be issued with, the Monoova APS. This is set out in further detail in the "Who is Monoova?" section of the FSG.

2. Payment Services Agreement and FX Services Agreement (as applicable)

How do I start using the Monoova Automated Payment System?

In order to use the Monoova APS, you will need to apply to open an Account with Monoova and Monoova Global (as applicable, with the latter required when acquiring FX services) by completing the relevant Application Form, under which you agree to be bound by the Payment Services Agreement, FX Services Agreement (if you wish to obtain FX services), Fee Schedule and any other documents referred to in those documents.

The Payment Services Agreement, Fee Schedule, FX Services Agreement (if you wish to acquire FX services) and the documents referred to in those documents, including appendices, are important legal documents governing our relationship with you and we recommend that you consider seeking independent legal advice in relation to these documents as they impact on your dealings with Monoova and Monoova Global, as applicable.

You are taken to accept the terms of the Payment Services Agreement and the FX Service Agreement, as applicable (and the documents referred to in those documents) and such other documents referred in the

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Application Form (including the Fee Schedule, Direct Debit Request Service Agreement and Privacy Consent Form) when you submit your Application Form to Monoova or Monoova Global (as applicable).

Information contained in this PDS is general only and does not constitute a recommendation, advice or opinion. It does not take into account your individual objectives, financial situation, needs or circumstances. We strongly recommend that you obtain your own legal, tax and investment advice, taking into account your particular needs and financial circumstances.

3. Registration and Identification

In accordance with the AML Legislation, Services **cannot be** provided to you until we have undertaken certain identification procedures to establish your identity.

We may be required under 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 us. Failure to provide any reasonably requested identification documentation to us may result in the suspension of your Account until the requested documentation has been provided, or the termination of the Services.

4. The Benefits and Risks Associated with Monoova's Services

a) Key Benefits

The advantages of the Monoova APS include:

- Fully automated payments business flows.
- You can instruct us to credit and debit Australian bank accounts, and process card-based payments, 24 hours a day, 7 days a week.
- Payments are processed as fast as the relevant banking infrastructure allows. For RTGS and NPP transactions, funds move in real time.
- All payments will be reconciled in your Account from where you can instruct further disbursements.
- You can easily manage and support your accounts receivable and payable.
- Monoova's technology can be integrated with your existing facilities.
- Monoova's technology makes doing business easier and more efficient.
- Simple and easy to use.
- Payments are handled securely.
- Debits can be ongoing or limited to specific periods or amounts.
- Monoova gives you access to exceptions-handling tools to reduce the administration of unsuccessful transactions.
- Access to the Monoova Portal enables you to conveniently view and manage your account and payments.

b) Key Risks

The risks associated with the Monoova APS include:

- The accounts from which payments are taken may not have sufficient funds and the transaction may be rejected.
- Account details provided to you which you pass to Monoova for either debiting or crediting may be incorrect or outdated resulting in unsuccessful transactions. Amounts paid to an incorrect account

may not be recoverable, particularly if the account is outside Australia. You may also receive funds in error and be required to return those funds in the future.

- A customer may dispute a charge or debit that has been processed and you will be required to refund any amounts required to be returned to the customer. In the case of online card payment services, if your prior chargeback history has been poor, a transaction may be reversed without notice to you following a cardholder dispute. In each case, Monoova may withhold from you (including by way of security or other collateral) or recover from you the value of the refund in order to provide the refund as required by the rules of the payment system.
- The account nominated by the customer may be owned or controlled by a different party or entity. In these circumstances only the account holder will be able to cancel the direct debit request.
- Use of the service may be disrupted from time to time if third-party processors (banks, credit unions, etc) experience system failures or down time.
- Use of the service may be disrupted from time to time because of scheduled and unscheduled outages. Monoova will take all reasonable steps to reduce outages.
- Failing to take adequate security precautions may result in unauthorised persons gaining access to your Account and processing unauthorised transactions. You should take proper precautions to protect your password and security details.
- You will be liable for any unauthorised payments on the Account and you should take precautions to protect Account access.
- Interchange Parties may require the Monoova products to provide security or collateral if they consider the clients are high risk, or it is likely that amounts will be redeemed before they receive related cleared funds, or if the chargeback risk is considered to be unusually high. Where that risk has been assessed by the Interchange Parties as caused (wholly or partially) by your operations, Monoova may request you provide an equivalent amount as security or collateral to continue using card acceptance services. We rely on our Interchange Parties to process transactions initiated through the Monoova APS. Funds collected from transactions are initially held in the Monoova Account. There is a risk that the Interchange Parties may default in performance of a transaction which may result in the unexpected cancellation or delay of your transaction. Interchange Parties reserve the right to pause or cancel transactions which raise concerns or suspicions related to the AML Legislation, and may be required by law to do so.
- For international FX services, Monoova Global relies on service providers such as Interchange Parties that will use a range of intermediaries, such as correspondent banks, based in other countries, and Monoova Global usually has no direct arrangement with the intermediaries. Transactions may be delayed due to technical or regulatory issues that arise for any entity involved in the transfer (including where an entity considers that further investigation is needed to manage risks of money laundering, fraud or scam).
- International foreign exchange is subject to fluctuation in the value of currencies relative to each other. If one currency is exchanged for another currency at one time, it is possible for there to be sudden movements which would mean a substantial gain or loss (the latter of which you are liable for) where the exchange is reversed. Separate hedging arrangements are needed to manage these risks if you have large exposures.

5. Fees and Charges

The relevant Fee Schedule sets out the fees and charges that apply in connection with the use of the Services. Details of all fees and costs will be disclosed to you prior to entering into a transaction. Fees charged are based on the standard fees and charges set out in the tables below but may be lower as set out in your Fee Schedule. Unless otherwise agreed in writing with you, all fees set out in your Fee Proposal will, on an annual basis at 1 July each year (or such other subsequent month in that year, at our discretion), increase proportionately in line with any increases in the CPI. Card payment or processing fees in your Fee Schedule

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may be changed if our card acceptance service providers adjust the fee we must pay generally or the fee that applies to you, and we will notify you promptly if this happens.

Transaction Services	Fee (AUD, inclusive of GST)
Direct Entry Transaction Fee	A fixed fee of up to \$2.20 per transaction or a percentage of the transaction value up to 1.10% of the transaction value ¹ or both
BPAY Transaction Fee	A fixed fee of up to \$2.20 per transaction or a percentage of the transaction value up to 1.10% of the transaction value ¹ or both
RTGS Transaction Fee	A fixed fee of up to \$110.00 per transaction or a percentage of the transaction value up to 1.10% of the transaction value ¹ or both
NPP Transaction Fee	A fixed fee of up to \$2.20 per transaction or a percentage of the transaction value up to 1.10% of the transaction value ¹ or both
NPP IPS Transaction Fee	A fixed fee of up to \$2.20 per transaction or a percentage of the transaction value up to 1.10% of the transaction value ¹ or both
PayTo Initiation Fee	A fixed fee of up to \$2.20 for processing each payment initiation attempt and related messages or a percentage of the transaction value up to 1.10% of the transaction value ¹ or both
PayTo Settlement Fee	A fixed fee of up to \$2.20 for each successful PayTo transaction settled or a percentage of the transaction value up to 1.10% of the transaction value ¹ or both
Card Payment Fee ²	A combination of interchange fees charged by the card system and Monoova fees, charged as a proportion of the transaction value up to 4% of the transaction value plus up to \$1.00 (per attempt or actual transaction, including refund request) ³
Card Processing Fee ²	A fixed fee of up to \$2.20 per transaction
FX Transaction Fee	<p>A fixed fee up to \$55.00 per transaction or an international same currency transaction fee of up to 2% per transaction or both; and</p> <p>A percentage-based margin of up to 5% of the transaction value</p> <p>The margin component is applied as a margin on the value, calculated on the value of the original currency that is sent, up to the percentage specified in the opposite column based on your monthly AUD volumes of FX payment transactions.</p> <p>If the value is not in Australian dollars the fee will be converted to Australian dollars at then-current exchange rates.</p>
Interchange Party Pass-Through Fee	Under the Payment Services Agreement and FX Services Agreement (as applicable), Interchange Party charges for transactions (including, for example, the NPP PayTo cost recovery fees that may apply per NPP transaction) will be charged on a pass-through basis (and if applicable, apportioned)

On-Us Transaction Fee This fee applies to any movement of funds within or between your Monoova accounts (for example transferring funds from a Ledger Account to a mAccount or between two different Ledger Accounts)	A fixed fee of up to \$2.20 per transaction or a percentage of the transaction value up to 1.10% of the transaction value ¹ or both
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¹ A percentage-based fee is calculated as a percentage of the total transaction value. Example: If you process a \$1,000 transaction and the applicable percentage-based fee is 1.10%, the fee will be \$11.00 (i.e. \$1,000 x 1.10%). If you are charged both a fixed fee of \$2.20 and a 1.10% percentage-based fee, the total fee for a \$1,000 transaction will be \$13.20 (i.e. \$11.00 plus \$2.20). Note this example reflects an estimated average transaction size and is provided for illustrative purposes only and may not reflect the actual fee payable on your transaction.

² The law prevents you from applying a customer surcharge that is greater than the amount of the card payment fee you pay in relation to a particular payment type. Where the law prohibits customer surcharging, no customer surcharge can be applied. Where a surcharge applies (to the extent permitted by law), and the surcharge is different across different payment methods, some card schemes reserve the right to increase their interchange fee, which would increase the card payment fee that you pay.

³ Example: If you process a \$300 card transaction, your fee will be \$13 (i.e. \$300 x 4% plus \$1). Note this example reflects an estimated average transaction size and is provided for illustrative purposes only and may not reflect the actual fee payable on your transaction.

Other Services	Fee (AUD, inclusive of GST)
Establishment Fee	Up to \$22,000.00
Monthly Access Fee	Up to \$22,000.00
Minimum Monthly Fee	Up to \$22,000.00 each month
Monthly Premium Support Fee	Up to \$22,000.00 per Client, payable when you request bespoke support requirements including any agreed SLA
mAccount Management Fee	Up to \$2,200.00 per mAccount, payable on each creation, amendment or closure event
Automatcher or PayID Management Fee	Up to \$0.55 per Automatcher and/or PayID issued to you or your customers, payable on each creation, update or deactivation event; and A monthly fee of up to \$0.55 per Automatcher Account or PayID that remains on issue to you or your customers each month
Ledger Account Monthly Management Fee	Up to \$11,000.00 each month
Ledger Account Monthly Keeping Fee	Up to \$2.20 per active Ledger Account each month
PayTo Agreement Management Fee	Up to \$2.20 per action, payable on each creation, update or deactivation event
Dedicated BSB Establishment Fee	Up to \$11,000.00 for each individual BSB assigned to you or your customers
Dedicated BSB Monthly Management Fee	Up to \$11,000.00 each month for each individual BSB assigned to you or your customers
BPAY Biller Code Set-Up Fee	Up to \$2,200.00 per creation or migration of BPAY Biller Code
Sub-Merchant Application Fee	Up to \$2,200.00 per sub merchant attempted or successful application

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Other Services	Fee (AUD, inclusive of GST)
Sub-Merchant Account Monthly Management Fee	Up to \$2,200.00 per active sub-merchant
FX API Connection Fee	Up to \$22,000.00
FX API Monthly Access Fee	Up to \$22,000.00
Direct Entry Dishonour Fee	Up to \$55.00 per dishonour
Card Tokenisation Fee	A fixed fee of up to \$2.20 per tokenisation attempt
Card Scheme Chargeback or Dispute Fee	Up to \$110.00 per chargeback or card transaction related dispute
Confirmation of Payee Lookup Fee	Up to \$2.20 per lookup
Account Verification Fee This fee applies to verification of account details when processing Direct Entry and NPP payments.	Up to \$2.20 per transaction
Transaction Investigation Fee This includes where any person alleges a transaction is unauthorised, invalid or subject to recall, or if a payment or transaction amendment, confirmation or trace is requested (which may include, without limitation, seeking payment confirmation and/or tracing confirmations for mistaken FX payment transactions).	Up to \$110.00 per manual investigated account-to-account payment transaction; Up to \$55.00 per exception handling event relating to a Direct Debit payment failure; or Up to \$110.00 per MT103, amendment or recall request
Fraud Management Fee	A fixed fee of up to \$2.20 per attempt or actual transaction
3DS Fee	A fixed fee of up to \$2.20 per 3DS challenge attempt or actual transaction
Over-credits	Under the Payment Services Agreement and FX Services Agreement (as applicable), where an amount is paid to you due to errors or omissions, you must pay us the amount of the over credit
Scheme Fees, Fines and Penalties	Where your actions breach the Payment Services Agreement or FX Services Agreement (as applicable) and cause us to be liable to fees, fines or penalties under the rules of a payment system or Interchange Party, you must pay us that amount
Legal Related Fee	Up to \$11,000.00, payable if negotiation of the terms of the Fee Schedule, Payment Services Agreement or related agreements, or the FX Services Agreement, or if you seek digital currency asset related services and we require additional legal support in connection with anti-money laundering checks.

Fees set out in the tables are maximum fees. Your Fee Schedule will set out the charges applicable to you.

In unusual circumstances, if we must pay fines or fees to Interchange Parties, service providers or the Government, solely because of the Services we provide to you, the Payment Services Agreement and the FX Services Agreement (as applicable) contain indemnities which require you to reimburse us for those amounts.

If you use the online card payment services, the relevant fees above would apply, in addition to the fees set out in the applicable Appendix to the Payment Services Agreement (which would allow for Monoova to set-off other amounts owing by you to Monoova under the Payment Services Agreement for the Services).

Fees are paid by you but you may choose to pass some of these fees on to your customers. Fees are either invoiced to you or automatically charged to your Account as and when the fee is incurred. For card payments, the amount we receive on your behalf may have Interchange Party fees removed before we receive the funds.

Funds in the course of processing may be held within the Monoova Account pending disbursement to external bank accounts or a third-party. Any interest earned or accrued in the Monoova Account or from any security or collateral provided by you to Monoova or Monoova Global (as applicable) as required under the Services is retained by Monoova.

6. Tax considerations

Using the Monoova APS or obtaining FX services may have tax implications. The taxation consequences can be complex and will differ for each individual's financial circumstances. We recommend that you obtain independent taxation and accounting advice on your particular financial situation.

7. Privacy

Monoova is committed to protecting your privacy. The information you provide to Monoova and any other information provided by you in connection with the Services will primarily be used for the processing of your Application Form, providing you with the Services and for complying with certain laws and regulations. We have systems and processes in place which safeguard against the unauthorised use or disclosure of your personal information.

We may use this information to send you details of other services or provide you with information that we believe may be of interest to you. Please contact us at if you have any concerns of if you would like to see a copy of our privacy statement.

As required under the *Corporations Act 2001* (Cth), ASIC has been notified of the use of this PDS, but ASIC takes no responsibility for its contents.

8. Key Terms

Account is the account provided to you within the Monoova APS following receipt of your Application Form and approval of your application. This could include virtual accounts created by Monoova for you within the Monoova APS (called **mAccounts**) (for non-FX services described in this PDS), virtual sub-accounts (called **Ledger Accounts**), Automatcher or virtual accounts created by Monoova for Monoova Global (for FX services provided by Monoova Global) on your behalf within the Monoova APS.

ADI means an authorised deposit-taking institution as defined in the *Banking Act 1959* (Cth).

AML Legislation means *The Anti-Money Laundering and Counter-Terrorism Financing Act 2006* (Cth) and related rules, regulations, procedures and other relevant legislations that relate to anti-money laundering and counter-terrorism financing.

API means the "application programming interface" that allows for system-to-system communication.

APS means Automated Payment System. Refer to the below definition of Monoova APS.

Application Form means the relevant application form(s) in relation to the services provided by Monoova (for non-FX services) or Monoova Global (when seeking FX payment services and such other FX services covered

under the FX Services Agreement) as applicable (or any variations or previous or subsequent versions), as provided to you.

Automatcher means a unique BSB and account number associated with an mAccount, Ledger Account or other virtual account to provide a simpler way of reconciling the receipt of money to that mAccount, Ledger Account or other virtual account.

BPAY Scheme means the scheme operated by BPAY Pty Ltd (ABN 69 079 137 518) from time to time to provide payments services to end customers.

BPAY Transaction means a payment transacted using the BPAY Scheme.

CPI means Consumer Price Index, being the weighted average of the All Groups Price Index Numbers for the eight capital cities of the states and territories of Australia published from time to time by the Australian Bureau of Statistics or, if that index number is no longer published, its substitute as a cumulative indicator of the inflation rate in Australia.

Direct Entry means a facility to direct debit and direct credit bank accounts.

Fee Schedule means the document outlining fees and charges, transaction-workflow diagram, term or duration of agreement with Monoova and any other terms or conditions agreed between you and Monoova in relation to your use of our Services. A different fee schedule may apply depending on whether you require the FX remittance services.

Forward FX Contract means an FX Contract whose value date is later than two business days after the FX Contract is entered into.

FX means foreign exchange.

FX Contract means an FX contract between you and Monoova Global to purchase and deliver payment for currency on the relevant value date. It includes but is not limited to a Spot FX Contract and a Forward FX Contract.

FX Services Agreement means the relevant agreement(s) between you and Monoova Global which set out the terms and conditions governing the FX related services including FX payment services for FX Contracts.

Interchange Party means third parties (other than you, Monoova and Monoova Global) including financial institutions, banks or credit unions that are involved in processing and settlement of Transactions.

Ledger Account has the meaning given to it in the definition of Account (above).

mAccount has the meaning given to it in the definition of Account (above).

Monoova means, and is the trading name of, Monoova Payments Pty Limited (ABN 38 126 015 227), Authorised Representative (428863).

Monoova Account means the account or settlement facility in Monoova's name that has been established with an ADI for the purposes of receiving funds from or on behalf of Monoova's clients and making payments to third parties in order for the Monoova APS to complete transactions generally.

Monoova APS has the meaning given to that term in the "About this Document" section on page 1.

Monoova Global means Monoova Global Payments Pty Ltd (ABN 77 106 249 852), Australian Financial Services Licensee (421414).

Monoova Global Payments Pty Ltd

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Monoova Portal means the relevant interface, portal or platform, which forms part of, or is connected to (as applicable) the Monoova APS, that allows you to instruct Monoova (for non-FX services) or Monoova Global (for FX services) using your internet browser.

NPP means the New Payments Platform which is an open infrastructure platform which facilitates fast payments in Australia.

NPP Transaction includes a PayID transaction initiated by your customer, or a PayTo transaction from the customer's account and initiated by you.

PayID means an alias for a bank account number, which may be an email address, phone number or ABN. It is issued and associated with our / receivables bank accounts to allow your users a simpler way of sending you money.

PayTo means a payment method via the NPP that allows your customers to authorise and control payments (including through variations or suspensions) to you from their bank accounts through a PayTo Mandate.

PayTo Mandate means an authorised payment mandate or agreement that you have with your customer.

RTGS means Real Time Gross Payment, a type of payment where the transfer of money takes place from one bank to another within Australia in real time.

Services means the general advice, dealing and arranging services provided by us in relation to non-cash payment product.

Spot FX Contract means an FX Contract whose value date is on or before two business days after the contract date.

You means the client of Monoova that acquires the Services, unless the client only accesses FX services via Monoova Global, then it means the client of Monoova Global. Where the client acquires both the FX and non-FX services described in this PDS, the client, such person is the client of Monoova Global and Monoova, as applicable.

Wholesale Client has the meaning given to it in section 761G of the *Corporations Act 2001* (Cth).