



For ANNA Money Business Account

Product Disclosure Statement – For Retail customers ONLY

June 2025

Issued by Hay Limited ABN 34 629 037 403
Australian Financial Services Licence No. 515459

1. About this Product Disclosure Statement

This document is intended for Retail customers only, who do not meet the wholesale client test.

This document forms the Product Disclosure Statement (PDS) for the ANNA Money Business Account. The PDS contains essential information, including the fees and other costs that apply (where applicable) to the ANNA Money Business Account.

This PDS is issued by Hay Limited ABN 34 629 037 403, Australian Financial Services Licence (AFSL) No.515459 (Hay). This PDS is an important document designed to assist you in deciding whether to acquire the financial product to which it relates – the ANNA Money Business Account. You should read this PDS in full before applying for and using the product.

The use of the ANNA Money Business Account is governed by this PDS, which incorporates the Terms and Conditions of the ANNA Money Business Account, the Terms and Conditions for use of the ANNA Money Business Account may be attached to this PDS or provided as a separate document and should be read together and the Target Market Determination (TMD) when making a decision about applying for this product. Copies of these documents can be found at www.annamoney.au and the ANNA Money App.

The information in this PDS does not consider your individual objectives, financial situation, or needs. Any advice in this PDS is general advice only. You should consider the appropriateness of any general advice to your circumstances before acting on it. Nothing is intended to constitute investment, legal, tax, accounting or other professional advice and you should seek professional advice on whether the ANNA Money Business Account is appropriate for your individual circumstances.

2. Important Information

This PDS has been prepared by Hay. Hay is the issuer of the ANNA Money Business Account. The PDS has been lodged with the Australian Securities and Investments Commission (ASIC). ASIC takes no responsibility for the contents of the PDS.

The PDS may only be used by people who receive it in Australia and did not meet the wholesale client test. The information in this PDS does not constitute an offer in any country other than Australia. The distribution of this PDS in countries outside Australia is limited and may be restricted by law. People who come into possession of this PDS who are not in Australia should seek advice on any such restrictions that apply.

The information in this PDS is subject to change and is up to date at the date of this PDS stated on the front of this document. Where new information is materially adverse, Hay will issue a new PDS and/or supplementary PDS. However, where the information is not materially adverse, Hay will not issue a new PDS or supplementary PDS, but you will be able to find the updated information on the ANNA Money website at www.annamoney.au/PDS as you apply for this product.

3. Parties Involved in the Issue and Distribution of the ANNA Money Business Account

3.1 Issuer

Hay Limited ABN 34 629 037 403 (Hay) is the holder of Australian Financial Services Licence (AFSL) No. 515459. Under its AFSL, Hay is authorised to provide financial products and services, including the issuing of non-cash payment products such as the ANNA Money Business Account.

If you hold an ANNA Money Business Account, you will have a contract with Hay Limited.

Hay Limited has authorised ANNA Money Pty Ltd ACN 681 600 073 (ANNA Money) (Corporate Authorised Representative number 001313384) to arrange, distribute, and deal in the non-cash payment financial products issued by Hay.

3.2 Distributor

ANNA Money is responsible for the distribution and provision of factual product information about the ANNA Money Business Account as issued and approved by Hay. ANNA Money is also authorised by Hay to provide customer service support for the ANNA Money Business Account.

Neither ANNA Money nor anyone else acting on its behalf, has the authority on behalf of Hay to:

- tell you anything about the ANNA Money Business Account that is inconsistent with the information in this PDS;
- give you personal financial product advice (i.e., financial product advice that has considered one or more of your objectives, financial situation, and needs) about the ANNA Money Business Account; and
- do anything else on Hay's behalf, other than marketing, arranging for the issue of and providing customer services for the ANNA Money Business Account.

4. Products offered within your ANNA Money App

ANNA Money administers the ANNA Money App and program. The ANNA Money Business Account is part of this App and Program. Other ANNA Money services outside of the ANNA Money Business Account operate under their own terms and conditions and are separate to the Hay issued Account. You should refer to www.annamoney.au and the ANNA Money App for more details on these products.

5. Who is eligible for the ANNA Money Business Account

You will need to satisfy specific eligibility criteria to hold and use this product. To be eligible to hold this product, you must:

- Complete a wholesale client test; and
- Be an Australian sole trader, or partnership or company or trust holding an Australian Business Number (ABN) or Australian Company Number (ACN); and
- Be an individual, who is an office holder of the ABN or ACN provided; and
- Be an individual who has a valid Australian residential address and
- Meet our identification and verification requirements for this product.

The ANNA Money Business Account is designed for business owners. On application ANNA Money will require you to complete a wholesale client test to classify and inform you as to whether you are a Retail client. If you are a Retail client you will also be provided with a Product Disclosure Statement, will be provided with additional protections under Australian Financial Services Licence No. 515459 and may also be eligible to refer a complaint to the Australian Financial Complaints Authority (AFCA).

6. About the ANNA Money Business Account

The financial product issued by Hay is a non-cash payment product e.g., a business transaction Account. The ANNA Money Business Account is not a deposit account.

Hay will open a digital account in your name to which you can transfer funds (which will become your Available Balance).

The ANNA Money Business Account is a financial product that is regulated by the Corporations Act 2001 (Cth).

You can apply for an ANNA Money Business Account via www.annamoney.au

You can transfer funds to the ANNA Money Business Account which can be accessed by the ANNA Money App. Transfers can be made by electronic funds transfers from an account held with another financial institution.

You can transact from your ANNA Money Business Account via the ANNA Money App (subject to daily limits).

You can only access the Available Balance in the ANNA Money Business Account.

The ANNA Money Business Account cannot have a negative balance. If there are insufficient funds in the account, the transaction will be declined; and

Your ANNA Money Business Account is not a bank account, and no interest will be payable on the Available Balance.

7. Available Balance

The Available Balance of your ANNA Money Business Account is held on trust for you at an Australian ADI (bank) in a segregated customer funds account.

Available Balance in your Account does not earn interest. Transfers into the Account are not bank deposits and are not protected by the Australian Government Financial Claims Scheme.

8. Benefits of the Account

- you can easily search all transactions via amount and date,
- you can make real time payments from and receive payments to your ANNA Money Business Account
- you can track monthly spending
- if your ANNA Money Business Account is compromised you can immediately freeze the Account through the ANNA Money App;
- you can cancel the ANNA Money Business Account within the ANNA Money App.

9. Risks of the ANNA Money Business Account

The significant risks of the ANNA Money Account are:

- you might not be able to get your money back if unauthorised transactions or mistaken transactions occur. The higher the Available Balance in your ANNA Money Business Account, the more you could lose due to an unauthorised transaction;
- 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;
- if the network enabling the use of the ANNA Money Business Account is unavailable, you may not be able to perform transactions or get information using the ANNA Money App;
- you will not earn interest on any Available Balance in your ANNA Money Business Account;
- the Financial Claims Scheme (see fcs.gov.au) does not apply in relation to your ANNA Money Business Account. If Hay fails, any Available Balance held in your ANNA Money Business Account will not be protected by the FCS, and you may lose all or part of your Available Balance; and
- as Hay has not considered your individual circumstances or needs, you should consider seeking independent advice about the product.

10. Fees

The fees for the Account, in Australian dollars, are:

Transaction fees	Charged by Hay	Charged by ANNA Money
Account opening	Nil	Nil
Account keeping	Nil	Nil
Direct debit dishonour	Nil	Nil

11. Limits

The default limits that apply to the ANNA Money Business Account are:

Default limits	Value in Australian Dollars
Maximum Balance (The highest amount you can hold in the Account at any time)	\$200,000-00
Minimum Balance (The lowest amount you can hold in the Account at any time)	\$0-00
Maximum Daily Transfer (In) (The highest total amount you can transfer into the Account per day)	\$40,000-00
Maximum Daily Spend (Out) (The highest total amount you can spend from the Account per day)	\$40,000-00
Maximum Spend (Out) (The highest amount you can make in a single transaction from your Account)	\$10,000-00

Where Hay adjusts the limits, you will be provided with a notification via the ANNA Money app and on the website. You can find the current limits that apply to your ANNA Money Business Account within the ANNA Money App.

12. Cooling off rights

There are no cooling-off rights attached to the ANNA Money Business Account. However, you may close your Account at any time, by providing instructions via the ANNA Money App or by contacting support@annamoney.au

13. Disputing an Account Transaction

We encourage you to review your transaction history regularly. Where your ANNA Money Business Account is used for unauthorised transactions, we will seek to resolve the issue in accordance with the Australian Payments Plus relevant Rules (this is referred to as a Disputed Transaction).

Your ability to dispute a transaction or reverse an unauthorised transaction may be lost if you do not notify us immediately (see the section on Disputed Transactions in the Terms and Conditions).

It is your responsibility to regularly review your online transaction history to identify unauthorised transactions. Under the Terms and Conditions, we may not be responsible for any loss to you if you do not dispute an unauthorised transaction within the required period.

14. Feedback and Resolving Complaints

If you have a complaint relating to the ANNA Money Business Account or the financial services we have provided to you, you can contact ANNA Money at:

Mail: ANNA Money Australia, 212 Cumberland St, Sydney NSW 2000
Email: support@annamoney.au
Website: www.annamoney.au

It is important to provide as much information as you can about your issue, and ANNA Money may need to ask you for further details in order to resolve your matter.

If you are unable to resolve your issue with ANNA Money directly, you can escalate your enquiry to Hay via complaints@hellohay.co or by phone 1800 080 081. Hay will check with you to make sure you are satisfied with how your complaint was handled.

ANNA Money and Hay will undertake the following:

- Keep a record of your complaint;
- Acknowledge your complaint within 1 business day;
- Respond within 30 calendar days;
- If we cannot complete our investigation within 30 calendar days, we will let you know why before the 30 calendar days lapse.

If we are unable to resolve the matter to your satisfaction and you are a Retail customer, you may be eligible to refer the complaint to the Australian Financial Complaints Authority (AFCA).

AFCA provides fair and independent financial services complaint resolution that is free to consumers. It is important you raise your concerns with us first before going to AFCA, as AFCA will generally encourage this before they will investigate. The contact details for AFCA are:

Mail: GPO Box 3, Melbourne VIC 3001
Phone: 1800 931 678 (free call)
Email: info@afca.org.au
Website: <https://www.afca.org.au/>

AFCA has an online portal available for consumers to lodge a complaint, which can be accessed from its website homepage (you will need to set up a user profile to use this feature).

15. Terms and Conditions

The Terms and Conditions for use of the ANNA Money Business Account are set out in the ANNA Money Business Account Terms and Conditions, which is a separate document but forms part of this PDS and can be accessed at www.annamoney.au/hay-terms-and-conditions/.

You should read the Terms and Conditions before acquiring the ANNA Money Business Account as they set out the legal relationship between you and us. You can download an electronic copy of the Terms and Conditions via the ANNA Money app or website.

The Terms and Conditions cover:

- how to use your ANNA Money Business Account
- restrictions of use of your ANNA Money Business Account;
- security requirements and what to do if your ANNA Money Business Account is compromised;
- what will happen where you make a mistaken payment, or an unauthorised transaction occurs;
- limits on what Hay is responsible for;
- suspension and termination of your ANNA Money Business Account; and
- what to expect if there are changes to the Terms and Conditions.

The above is a high-level summary of what is covered in the Terms and Conditions and not a substitution for reading them. We strongly encourage you to read the Terms and Conditions as well as the Privacy Policy before obtaining the ANNA Money Business Account.

16. Applicable Laws

Anti-Money Laundering and Counter Terrorism Finance (AML) laws

As the Issuer of the Account, Hay must comply with the Anti-money Laundering and Counter-terrorism Financing Act 2006 (Cth) (AML Act) and its related Rules.

There are several obligations under the AML Act which We must comply with including know your customer requirements – this is why We require you to provide evidence of who you are and where you live.

Verifying your identity and the Document Verification Service

When you provide your identification information, We are required to verify that information, which We do through independent providers, one of which is the Document Verification Service or DVS.

DVS is provided by the Australian Government, and allows Us to verify your identity documents, such as your driver's license, passport and, if applicable, your residency status (Visa check). When you are completing the application process and uploading your identity document(s), you will be asked to provide a consent for your document to be verified by the DVS as part of that process – this is part of the online process, and you may choose to either (i) provide your consent or (ii) not provide your consent.

What happens if you do not consent to have your identity verified?

If you do not provide your consent for the DVS to conduct the verification of your identity document, We may not be able to validate your identity. If We cannot complete your identity verification, We may not be able to provide you with the product and services you are seeking from us.

Notifying changes to your details

You must let Us know as soon as possible when any of your details change. You can update your information by emailing ANNA Money at support@annamoney.au

If you have any issues with making changes to your details, please contact Us for assistance.

What happens when We have a concern about a transaction?

Hay is committed to protecting you and your monies from fraud and scam activities.

Where We reasonably consider that a transaction is fraudulent or may breach the AML Act, We may need to delay or refuse transactions or Block or close your Account. We must Block the Account until We can verify or re-verify your identity.

We are not responsible for any loss that arises where this occurs.

Where We can, We will let you know why We have stopped the transaction or Blocked the Account. However, in some instances our legal obligations will stop Us from being able to tell you and failing to inform you of the reasons is not a breach by Us.

17. Privacy

Privacy Statement

We are committed to complying with the Privacy Act 1988 and its accompanying Australian Privacy Principles.

Our Privacy Statement can be found at hellohay.co/privacy, or you can request a copy of the Statement at any time, and We will email or mail a copy to you.

The Privacy Statement sets out the details about how We manage your personal information, including how and why We collect that information, when We might need to disclose and use that information, and how We stored and handle your information.

Hay and its related body corporates (We, Us, our) collect your personal information to provide you with products and services and to provide assistance and support to you.

We may share your personal information with members of our Group of companies (including members of our group outside Australia), our Business Partners (who help Us provide our products and services to you), and all of them may share your personal information with us.

The Privacy Statement sets out:

- why We collect your personal information
- the consequences if you don't provide your personal information to us
- the other parties We need to disclose your personal information to and why, including when that information is disclosed outside of Australia
- how to access your information and ask for correction of your personal information; and
- how to make a complaint if you believe We have breached our obligations in respect of your personal information and how We will deal with such a complaint.

The Statement also provides details about our procedures and processes to protect your information, including technology and operational activities We use to secure that information.

If you have any questions or need to speak to Us about how your information is handled or about our Privacy Statement, you can contact Us at:

Hay Limited – Privacy Officer

E: privacy@hay.co

P: 1800 592 323

M: PO Box 772, Surry Hills NSW 2010