

DEBITSUCCESS DIRECT DEBIT PAYMENT SOLUTION PRODUCT DISCLOSURE STATEMENT

ABOUT US

This Product Disclosure Statement (**PDS**) is prepared by Debitsuccess Pty Ltd ABN 32 095 551 581 (**Debitsuccess, We, Us**). We are a wholly owned subsidiary of Transaction Services Holdings Ltd ARBN 125 664 860 (**THSL**).

HOW TO CONTACT US

You can contact Us by telephone (1800 148 848), by fax (1800 777 084), via our website (www.debitsuccess.com.au) or by writing to us at PO Box 557, Mt Waverley Victoria 3149.

PRODUCT ISSUER

We are the issuer of the *Debitsuccess Direct Debit Payment* solution (the **Product**) under an intermediary authorisation with THSL. THSL hold an Australian Financial Services Licence (No. 338256) and we are an authorised representative of THSL (AR 407894) authorised to provide financial product advice about and deal in the Product.

THE PRODUCT

The Product is a non-cash payment facility which allows you to enter into an arrangement with us for the payment of reoccurring amounts to a single merchant by direct debit from your nominated bank account or credit card (**'Account'**).

We provide the Product to you when you return a completed and signed Direct Debit Request (DDR) form provided to you by a merchant which we validate, for example a gym or fitness centre you have membership to. We can only issue the product to you if we have received a completed DDR in the prescribed manner which you have signed.

UPDATED INFORMATION

Some information might change from time to time. We will issue a supplementary or replacement PDS to you if there is a materially adverse change to or omission from the information. For other changes, you can obtain up to date information by contacting us. We will send you updated information free of charge on request.

DISCLAIMER

All information in the PDS is general only and does not take account of your individual objectives, financial situation or specific needs. You should consider how the information in the PDS meets your needs before deciding to apply for the Product.

OTHER INFORMATION THAT FORMS PART OF THE PDS

The following two documents are incorporated into, and form part of, the PDS:

1. The Terms and Conditions of the Debitsuccess Contract; and
2. The Terms and Conditions of the Debitsuccess Direct Debit Request (DDR) Service Agreement.

You should read these documents as they include important information about the terms and conditions that apply to our provision of the Product to you, including information about cancellation and termination rights, breach of contract, liability and privacy. They are printed on the back of our Direct Debit Request (DDR) which you will be given by the

merchant to whom you require your payment to be made to. The documents are also publically available to view or download from our website or you can ask us for a copy.

FEATURES AND BENEFITS OF THE PRODUCT

The Debitsuccess Direct Debit Payment solution allows you to make recurring payments from your Account to a single merchant – for example a club or organisation you have membership to. The Product has many benefits, the significant ones are:

- **Simple and hassle free:** By setting up a direct debit or credit card debit with Debitsuccess at the same time you take up your membership, you no longer have to do any running around to your financial institution to arrange recurring payments from your account. We are responsible for initiating the debit for the correct amount on the correct day and handling it efficiently within our system. As these processes are electronic they are not prone to human error.
- **Align payments to your income stream:** If you get paid on a Thursday, you can choose to nominate your recurring payment to be debited on a Thursday! You can set your payment frequency to weekly, fortnightly, and monthly or on an ad hoc basis. This means that Debitsuccess initiates the payment when there is most likely to be money in your Account.
- **Choice of term or flexible arrangements:** You can choose to have a term contract that expires automatically once you have made all the required payments or a "flexi" contract that carries on after any minimum term until such time as you request us to stop it. This option is not available in Victoria.
- **Reversal call follow-up:** We follow up any payment reversals with an SMS and/or courtesy call the very next day advising you of a reversal. In this way you are alerted to the state of your payment and can arrange for clear funds to be available in your Account to avoid expensive bank fees.
- **Ability to pay off early:** Should you request, we can collect more than the required instalment, so you can pay off your account or membership earlier.
- **Ability to arrange catch-ups:** From time to time you may fall behind in your payments – if this happens we will arrange a 'catch-up' payment if they are unable to bring the amount up to date immediately. The catch-up payment amount must be realistic and you must comply with the arrangement to bring the account up to date again as soon as possible.
- **Security of data:** We have in place security systems of a very high standard to ensure that your personal information is secure from unauthorised access.

SECURITY

Security is very important to us.

- We use state of the art technology which includes comprehensive backup and disaster recovery plans.
- We are PCIDSS compliant.
- We are externally audited by one of the major international accounting firms.

RISKS OF USING THE PRODUCT

The Product is designed to provide you with a simple and easy to use payment solution. The Product is not 100% risk free and there are some risks associated with use of the Product:

- Debitsuccess' systems or the service providers we use may fail and as a result we may not debit your Account on the designated day.
- Should you give us incorrect Account information we will not be able to debit your account.

- You may not have sufficient clear funds in your Account to allow us to debit your Account.

COOLING-OFF PERIOD

There is no cooling off period for this Product.

DISPUTE RESOLUTION

If you are not satisfied with our services, please telephone our internal dispute resolution service on 1800 148 848 or write to us. We will acknowledge your complaint in writing within 7 days and endeavour to resolve it promptly. If you are not satisfied with our response, we are a member of the Financial Ombudsman Service, an external dispute resolution body who you can contact by telephone (1300 780 808), fax (03 9613 6399), in writing (GPO Box 3, Melbourne VIC 3001) or via their website (www.fos.org.au).

COSTS AND OTHER AMOUNTS PAYABLE

We debit the following fees from your nominated Account at the times indicated:

Fee	Amount	When payable
Administration [^]	A maximum amount of \$75. The fee could range between \$0 and \$75 depending on the arrangement with your merchant. For example ; You may be charged in addition to your agreed instalment amount a one off administration fee of \$10, if so it will be clearly indicated on the DDR form that you complete with your merchant.	Once only when Product is first established.
Reversal	\$10	On the dishonour of a payment.
Default/ Cancellation	\$50 plus 25% of full outstanding balance. For example, if your outstanding balance was \$100 the Default/ Cancellation Fee would be \$75.	On cancellation of the Product for default by you and following your failure to remedy default.

[^] The actual amount of fee depends on facts or circumstances that are unknown at the time this PDS was prepared. You will be notified in writing of the amount you pay before the Product is issued to you.

This Product Disclosure Statement is dated 20th June 2011