

Financial Services Guide

The purpose of this Financial Services Guide (FSG) is to help you decide whether to use any of the financial services we provide. After reading this FSG, you will know:

- Who we are
- Contact details
- The financial services we provide
- Remuneration and other benefits paid by or to us and others in connection with our Services
- Conflict of interests
- Insurance
- Privacy policy
- Complaints and disputes procedures

WHO WE ARE

Gobbill Australia Pty Ltd (ABN 16 622 628 666) (Gobbill) is an Authorised Representative (1261196) of Australian Financial Services Licence Holder (448066).

Our contact details are as follows:

CONTACT DETAILS

Mail: Gobbill Australia Pty Ltd
116 High Street
Preston VIC 3072

Phone: (03) 8060 7956 (Business hours)

Email: gobbill@gobbill.com.au

Web: www.gobbill.com

THE FINANCIAL SERVICES WE PROVIDE

Gobbill is a participant in a licensed settlement facility.

Gobbill is authorised to:

- Provide general financial product advice for non-cash payment product
- Issue, apply for, acquire, vary or dispose of non-cash payment products

REMUNERATION AND OTHER BENEFITS

- We charge a fee for our services as per the Price Schedule which can be obtain by contacting us directly or by visiting our website www.gobbill.com
- If a customer is referred to us, we may pay the referrer a success fee

- From time to time, non-monetary rewards or additional incentive payments may apply

CONFLICT OF INTERESTS

There are no identified conflicts of interest.

INSURANCE

We have professional indemnity insurance in place which covers us for any errors or mistakes relating to our financial services. This insurance meets the requirements of the Corporations Act.

PRIVACY

We appreciate that your privacy is important to you and we will manage your personal information in compliance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

Our Privacy Policy can be obtained by contacting us directly or by visiting our website www.gobbill.com

COMPLAINTS AND DISPUTES

We are committed to dealing with customer. If you have a complaint about the financial services provided, you should notify us at <https://support.gobbill.com/portal/newticket> or via mail, phone or email as our stated in our contact details.

Whilst every endeavor will be made to resolve the matter promptly and impartially, if after 45-days you are not satisfied with how your complaint is handled, you can elect to refer the matter, free of charge, to the Financial Ombudsman Service (FOS).

FOS can be contacted on 1800 367 287 or via mail:

Financial Ombudsman Service

GPO Box 3, Melbourne VIC 3000.