

## Financial Services Guide

### **Ebon Financial Services Pty Limited**

Prepared 10<sup>th</sup> April 2023

This Financial Services Guide (FSG) is prepared and issued by Ebon Financial Services Pty Limited (ACN 653 360 966) ("Ebon"). Ebon is an authorised representative (AR No. 001301843) of Compass Global Holdings Pty Ltd ("Compass") (AFSL 426810). Compass has authorised the distribution of this FSG by Ebon. References to "we", "our" or "us" mean Ebon. References to "you" or "your" throughout this FSG mean the person reading this FSG.

This FSG is available for download on the Ebon (trading as EbonPay) website at [FSG](#).

### **PURPOSE AND CONTENTS OF THIS FSG**

This FSG is designed to provide you with important information about the financial services offered by Ebon in relation to the Prepaid Crypto Card, also known as the Ebonex Mastercard ("Card") issued by Ebonex Australia Pty Ltd (ACN 649 668 011) ("Ebonex"). This FSG has been prepared to assist you in deciding whether to use any of those services and it contains information about:

1. who we are and how you can contact us;
2. the financial services we offer;
3. the type of advice we provide – general advice only;
4. how you can instruct us;
5. who we act for;
6. remuneration, commission and benefits;
7. conflict management and our relationship with others;
8. compensation arrangements;
9. dispute resolution and complaints handling; and
10. privacy of your Personal Information.

### **1. WHO WE ARE AND HOW YOU CAN CONTACT US**

Compass has entered into an arrangement with Ebonex (called an 'Intermediary Authorisation'), under which Ebonex appoints and authorises Compass, and Compass through its CAR (defined hereafter), to make offers to arrange for the issue of the Card to you and arrange for it to be issued by Ebonex.

Compass is an Australian Financial Services ("AFS") Licensee and has appointed Ebon as a Corporate Authorised Representative (CAR) to provide financial services in relation to the Card, which is issued by Ebonex Australia Pty Ltd (ACN 649 668 011) ("Ebonex").

Our contact details are set out below:

#### **Ebon Financial Services Pty Limited**

Suite 8, Level 41  
225 George Street  
Sydney NSW 2000  
Telephone: +61 7255 9988

Email: [info@ebonpay.com](mailto:info@ebonpay.com)  
Website: [www.ebonpay.com](http://www.ebonpay.com)

#### **Compass Global Holdings Pty Ltd**

Suite 8, Level 41  
225 George Street  
Sydney NSW 2000  
Telephone: +61 7255 9988

Email: [info@compassmarkets.com](mailto:info@compassmarkets.com)  
Website: [www.compassmarkets.com](http://www.compassmarkets.com)

### **2. FINANCIAL SERVICES WE OFFER**

As an authorised representative of Compass, we are authorised to provide the following financial services:

- provide general advice on non-cash payment products; and
- deal in non-cash payment products by arranging for the issue, variation or disposal of non-cash payment products.

## **Products to which the financial services relate**

We provide the abovementioned financial services in respect of the Card, which is a prepaid Card. The Card will enable customers to pay for goods and services at any merchant where Mastercard is accepted using fiat (foreign currency including Australian dollars) that is stored in the customer's Ebonex AUD wallet. For more information on the Card, please read the [PDS](#) and [Terms and Conditions](#) issued by Ebonex.

## **3. THE TYPE OF ADVICE WE PROVIDE – GENERAL ADVICE ONLY**

Ebon may provide you with general financial product advice in relation to the Card. None of the information we provide you takes into account your particular objectives, financial situation or needs. You should always use your own judgement based on your specific financial requirements including taxation implications. You will find specific product information about the Card in its PDS and Terms and Conditions, which you must read prior to obtaining the Card.

## **4. HOW YOU MAY INSTRUCT US**

If you are interested in acquiring the Card, you will need to submit your application for the Card to us on [Ebonex App](#) and provide us with the relevant information we need to verify your identity. We will generally rely on two-factor authentication to verify your instructions.

We are not involved in assessing your application. Rather, we provide your application to Ebonex, who is the issuer of the Card and decides whether or not to approve your application.

## **5. WHO WE ACT FOR**

As mentioned, we provide financial services to you on behalf of Compass as its CAR and in accordance with our arrangement with Compass and Ebonex.

## **6. REMUNERATION, COMMISSION AND BENEFITS**

We pay Compass a monthly fee for being an authorised representative under their AFS licence. Our directors and employees are remunerated by an annual salary. The amount of salary varies according to the employee's position within the company. Benefits, such as bonuses may be paid to our employees at the discretion of senior management based on a number of factors, such as productivity measures and business outcomes. We may be paid a commission by Ebonex on a quarterly basis commencing after 12 months of the Card's first issue, which is based on an agreed percentage with Ebonex in relation to the net sales generated during the quarter. No part of the commission will be deducted from the client's account or funds in the Card.

## **7. CONFLICT MANAGEMENT AND OUR RELATIONSHIP WITH OTHERS**

We, Compass, and Ebonex are related parties. Each parties' relationship in relation to the Card is subject to the Conflict of Interest Policy which is applicable to all three entities. The Conflict of Interest Policy aims to avoid and manage conflicts of interest that may arise between and among us and third parties to ensure that the quality of work, services and activities is not compromised.

## **8. COMPENSATION ARRANGEMENTS**

We are covered by a professional indemnity insurance policy ("PI Policy") in accordance with s912B of the *Corporations Act 2001* (Cth) to pay customer claims arising out of any professional negligence on our part, subject to the terms and exclusions of the PI Policy.

## 9. COMPLAINTS HANDLING

If you wish to make a complaint, please send your written complaint to:

Complaints and Privacy Officer  
Ebon Financial Services Pty Limited  
Suite 8, Level 41, 225 George Street  
Sydney NSW 2000  
Telephone: +61 2 7255 9988

Email: [info@ebonpay.com](mailto:info@ebonpay.com)

We have a formalised client complaint resolution procedure, and complaints will be properly handled and investigated promptly. We will endeavour to provide a written resolution to your complaint within 30 days of receipt, unless more time is required in which case, we will provide you with information as to why we require more time.

If you are dissatisfied with the outcome of your complaint, you are welcome to lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA's contact information is set out below:

AFCA  
GPO Box 3  
Melbourne VIC 3001  
Telephone: 1800 931 678 Facsimile: +613 9613 6399

Email: [info@afca.org.au](mailto:info@afca.org.au)  
Website: [www.afca.org.au](http://www.afca.org.au)

Ebon Membership Number: 87938

Time limits may apply to complain to AFCA and so you should act promptly or otherwise consult the AFCA website to find out if or when the time limit relevant to your circumstances expires.

If you are still dissatisfied with the outcome, you can also contact ASIC on +61 3 5177 3988 or 1300 300 630. The 1300 number is a free Infoline that you may use to make a complaint and obtain information about your rights.

## 10. PRIVACY OF YOUR PERSONAL INFORMATION

We understand the importance of protecting your privacy and we are committed to ensuring we handle your Personal Information according to the Australian Privacy Principles under the *Privacy Act 1988* (Cth). For more information on how we collect, use and disclose personal information, please refer to our [Privacy Policy](#).