



## COMBINED FINANCIAL SERVICES GUIDE AND PRODUCT DISCLOSURE STATEMENT

LATERAL PAYMENT SOLUTIONS PTY LTD

ABN: 12 610 150 064

AFSL: 521901

### **Financial Services User Guide**

The Financial Services User Guide (FSG) is created for you to assist you in deciding if the financial services we provide are suitable to you.

It outlines the types of products and services we offer. It details how we are remunerated for these services, including details of our internal and external complaints handling procedures and how you can access them.

Please consider the Product Disclosure Statement (PDS) which contains important information about our products and services, assisting you in the decision-making process.

### **Who is Latpay?**

Lateral Payment Solutions Pty Ltd (Latpay) ABN 12 610 150 064 is the holder of an Australian Financial Services Licence (AFSL) No. 521901. We have been processing payments for large and small businesses around the world since 2001. The knowledge and experience we have gained in the payment industry has been incorporated into our payment systems and business processes to benefit our global client base.

We are an independent company and privately owned; in fact, the original founders of Latpay are very involved on a day-to-day basis, which makes decision making very efficient.

### **Contact Details**

Lateral Payment Solutions Pty Ltd

ACN: 610 150 064

ABN: 12 610 150 064

Unit 2b, 5 Cottonwood Place, Oxenford, 4210, Queensland

Telephone: (07) 5515 0402/1800 865 224

Email: [sales.au@latpay.com](mailto:sales.au@latpay.com)



### **Who provides the financial services?**

Lateral Payment Solutions Limited (Latpay) acts on its own behalf when Latpay and its employees provide the financial services to you.

All references to 'Lateral Payments', Lateral Payment Solutions', 'Latpay', 'us', 'we' or 'our' in this FSG shall refer to Lateral Payment Solutions Pty Ltd.

### **Our Products and Services**

Our AFSL licence permits us to:

1. Provide general financial product advice for the following classes of financial products:
  - a. Deposit and payment products limited to:
    - i. Non-cash payment products; and
  - b. Deal in a financial product by:
    - i. Issuing, applying for, acquiring, varying or disposing of a financial product in respect of the following classes of financial products:
      1. Deposit and payment products limited to:
        - a. Non-cash payment products and;
    - ii. Applying for, acquiring, varying or disposing of a financial product on behalf of another person in respect of the following classes of products:
      1. Deposit and payment products limited to:
        - a. Non-cash payment products;

to retail and wholesale clients.

Full details of the licence are available upon request.

Please refer to our PDS for information on the products and services we provide.

Please be aware that in providing these services, we will provide general advice only and will not take account of your objectives, financial situation or needs and there is a risk that our products and services may not be suitable for you. Please consider seeking independent advice before deciding whether our products and services are suitable for your objectives, financial situation and needs.



### **How do you do business with us?**

Please refer to the PDS below for information on the procedures for acquiring or utilising our products and services and how they are administered.

### **How are you charged for our products and services?**

We charge fees for our products and services. Please refer to our fee information in the PDS.

### **Benefits received by Latpay**

We do not receive additional benefits as a result of you using our products and services.

### **Remuneration or other benefits received by our staff**

Our sales team receive a sales commission based on the volume of sales and the level of revenue generated from those sales. Generally, all other staff are salaried employees and do not receive any commission or fees.

### **Benefits to other parties**

If you have been referred to Latpay by a third party, Latpay may have a Referral Partner Agreement with that third party that may result in remuneration, including a commission, being paid to that third party.

Further information can be obtained by contacting us before any financial services have been provided to you.

### **How Latpay protects your information**

We are committed to protecting your privacy and maintaining security of the information we collect. Our Privacy Policy details important topics for users of Latpay's services.

We respect your rights as a customer to determine how your personal information is used.

For more information, please see our Privacy Policy at: [Privacy Policy](#) or contact us for a copy.

Further information regarding your rights can be found by visiting the OAIC at:

<https://www.oaic.gov.au/>



### **Complaints and dispute resolution**

Please do not hesitate to contact Latpay if you experience any problems or have any complaints in relation to the products or services referred to in this FSG by phone or email on [complaints@latpay.com](mailto:complaints@latpay.com).

We endeavour to comply with the Essential Elements of Effective Complaints Handling contained in Section 2 of the Australian Standards AS 4269-1995. Latpay will, within five (5) business days of receiving a complaint, acknowledge receipt of the complaint and include the following in the response:

1. Details of Latpay's complaints handling procedure;
2. The name, title and contact details of the Client Support Manager who will be handling the complaint;
3. If the complaint has not been dealt with fully in the first response, advise a reasonable estimate of the time it may take us to resolve the complaint; and
4. Details of remedies available to you, if applicable.

If the complaint is not resolved within 14 days, Latpay will remain in contact with you until we have determined how to proceed. We will inform you of the view we have reached, setting out clear and concise reasons and inform you of the avenues open to you if you are not satisfied with our response. If you are not satisfied with our response, you may lodge a complaint with the Australian Financial Complaints Authority (AFCA):

Website: [www.afca.org.au](http://www.afca.org.au)

Please note that time limits may apply and therefore it is important to act promptly. Please consult the AFCA website for more information on time limits relevant to your circumstances.

### **Professional Indemnity Insurance**

Latpay has professional indemnity insurance in place to protect persons who suffer loss or damage as a result of us breaching our obligations under the Corporations Act 2001 (herein referred to as the Act).

The professional indemnity insurance arrangements comply with Latpay's legal obligations under the Act. Additional information is available on request.



## **Product Disclosure Statement (PDS)**

Our Product Disclosure Statement (PDS) contains important information about our products and services. It will also provide you with the information you may require when comparing our products and services to other similar services you may be considering.

The information in this PDS is not intended to constitute general advice about any financial product other than the financial products to which this PDS relates, nor is it personal advice or a recommendation or opinion that our services are suitable for or take into account your specific objectives, financial situation or needs.

If you require any further information, please contact us.

Latpay is built on modern architecture, reliable at processing large volumes with appropriate security, access control and audit trails. Latpay is a true payment hub! From multiple sales channels and devices, you can access over 90+ global banks and 30+ alternative payment methods, processing in over 150 currencies with settlements in 26 currencies. Latpay's in-depth knowledge of the international payments arena puts you in the driving seat, helping you realise your global ambitions.

Through a single integration into our systems, we allow you to seamlessly cross borders, giving your customers the opportunity to pay using their local payment method. Not only does this drive revenue through increased conversions at the point of checkout, but it will instantly improve your customer service credentials.

Our suite of services has been perfected and enhanced over the years, so you can reach customers locally and globally with one simple integration. Latpay's multi-currency, secure payment gateway, gives you connectivity to:

- Local merchant facility and direct debit/direct credit facility.
- 90+ acquiring banks.
- 30+ alternative payment methods.
- Real-time transaction data, statistics and reports – all found in one secure location.

### **Features and functionality:**

- Users can access real-time reporting and transaction management tools to process refunds.
- We provide bespoke statistics, billing and reconciliation reports that are easy to use and decipher and gives you full control of your revenue stream.
- Available balances across all payment methods and currencies.
- The ability to search, view and manage your transactions, refund or cancel them.
- Manage your recurring direct debits and direct credits payments.
- Manage your batch payments e.g. staff monthly payroll.
- View daily statistics at a merchant group level, company level and customer level.
- Create your own specific reports – we will build them for you.
- View and download reconciliations, charge-back reports, billing statements, daily balance and payout reports.



### **Merchant Services & Facilities**

- Card Gateway
- Direct Entry Platform
- Payment Hub
- Alternative payments
- Fraud Management
- Hosted Payment Page
- Mobile Payment Solutions
- Shopping Carts
- Virtual Terminal
- Bespoke Solutions

For more detailed information on our products and services, please visit [Our Solutions](#)

### **Taxation implications**

Please obtain independent taxation advice regarding tax implications in relation to funds received by you from your customers.

### **Amendments**

Latpay reserves the right to update this combined FSG and PDS and host them on our website. These updates are legally binding on the business. We encourage you to check the Latpay website on a regular basis regarding any amendments or updates to this document.

### **Fees and Charges**

- **Standard Plan**  
For up to \$50 000 in payments per month  
1.7% + 25c\* per transaction
- **Enterprise Plan**  
For over \$50 000 in payments per month  
1.45% + 25c\* per transaction
- **Direct Debits**  
Only pay 88c per transaction



For higher volumes or complex business models please contact us for custom pricing plans. For pricing on Alternative Payment Methods, please contact us on Telephone: (07) 5515 0402/1800 865 224 Email: [sales.au@latpay.com](mailto:sales.au@latpay.com)

*\*Terms and conditions apply. Fees advertised are for standard and low-risk standard consumer card processing and may be subject to additional fees for high-risk processing. Fees includes fraud screening, payment gateway services.*

Our services are provided by Lateral Payments Solutions Pty Ltd (Latpay) ABN 12 610 150 064 Australian Financial Services Licence number 521901. Any information provided is general only and does not take into account your objectives, financial situation or needs. Please read and consider the Combined Financial Services Guide and Product Disclosure Statement before acquiring or using the service.

Combined Financial Services Guide (FSG) and Product Disclosure Statement (PDS)

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