NexPay Pty Ltd

Financial Services Guide (FSG)

ABN 56 153 910 984

AFSL No. 560782

Issue Date: 01 July 2025

1. About this Financial Services Guide

This Financial Services Guide (FSG) is designed to help you decide whether to use the financial services offered by NexPay Pty Ltd ("NexPay", "we", "our", "us").

It provides information about:
• who we are and how to contact us
• the financial services we are authorised to provide
• how we and our representatives are remunerated
• any associations or relationships that might influence our services
• how we handle complaints, including access to AFCA
• how we collect and protect your personal information

This FSG should be read together with our Product Disclosure Statement (PDS) and Terms & Conditions, which provide further detail about our non-cash payment services.

2. About NexPay

NexPay Pty Ltd
ABN 56 153 910 984
AFSL 560782

Registered Office:
Level 12, 64 York Street
Sydney NSW 2000
Australia

Website: www.nexpay.com.au
Email: support@nexpay.com.au

NexPay is an Australian financial services provider specialising in cross-border non-cash payment services, primarily for students, education agencies, and education providers.

3. Our Services and Authorisations

Under our Australian Financial Services Licence (AFSL 560782), NexPay is authorised to:

• provide financial product advice (general advice only)
• issue, deal in, and arrange the use of non-cash payment facilities.

This includes:
• cross-border payments
• domestic and international transfers
• payment collections
• payment splitting and onward remittance to education providers and agencies.

We do not provide personal financial product advice. Any advice we provide will not take into account your individual objectives, financial situation or needs.

4. How you can contact us

You can contact us using the details below:

General enquiries: support@nexpay.com.au
Complaints: complaints@nexpay.com.au
Website: www.nexpay.com.au

Our postal and street address is set out in section 2 of this FSG.

5. How to use our services

Before using our payment services, you should review:
• this Financial Services Guide (FSG)
• our Product Disclosure Statement (PDS)
• our Terms & Conditions.

By creating an account with us or submitting a payment instruction, you agree to the Terms & Conditions that govern our services and the relevant product features and risks outlined in the PDS.

6. Fees, Costs and Other Benefits

6.1 Fees we charge

NexPay does not typically charge a separate "transfer fee" when funds are deposited via our local collection accounts.

However, you may incur:
• a foreign exchange margin (the difference between the wholesale FX rate and the rate we offer you)
• fees charged by your bank if you choose to make an international wire transfer
• fees charged by intermediary or receiving banks, depending on the route of the payment.

Full details of costs and margins are included in our PDS.

6.2 How NexPay is remunerated

NexPay earns revenue primarily through the foreign exchange margin applied to currency conversions.

We may also receive or pay commissions or rebates to authorised partners or education agencies as part of our commercial agreements. These arrangements do not increase the price you pay for our services.

If you would like more information about remuneration, please contact us.

6.3 How our staff are paid

Our employees and representatives receive fixed salaries and may receive performance-based bonuses. They do not receive commissions directly linked to the financial products provided to you.

7. Associations and Conflicts of Interest

NexPay is part of an international group of related entities. Some services may be delivered in cooperation with:

- NexPay Limited (UK)
- NexPay entities in Brazil, Colombia, Chile, Mexico, India or other jurisdictions
- local payment partners and correspondent banks.

These relationships may involve commercial agreements, including fee sharing or commissions. NexPay is committed to managing conflicts of interest in accordance with its AFSL obligations and internal compliance policies.

If you would like more information about our associations or how we manage conflicts of interest, please contact us.

8. What to do if you have a complaint

We are committed to providing our services efficiently, honestly and fairly. If you have a concern or complaint, please let us know.

Step 1 – Contact us

In the first instance, please contact us:
Email: complaints@nexpay.com.au

Please provide as much detail as possible so we can understand and investigate your complaint.

Step 2 – Internal dispute resolution

We will acknowledge your complaint promptly and will keep you informed of our progress. We will endeavour to resolve your complaint as quickly as possible and within the maximum timeframes set out in ASIC Regulatory Guide 271 (generally within 30 days).

Step 3 – External dispute resolution (AFCA)

If you are not satisfied with our response, or we do not respond within the applicable timeframe, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA is an independent external dispute resolution scheme.

AFCA Contact Details:
Website: www.afca.org.au
Email: info@afca.org.au
Phone: 1800 931 678 (free call)
Mail: GPO Box 3, Melbourne VIC 3001

You may also contact AFCA for more information about the types of disputes it can consider and the services it provides.

9. Compensation Arrangements

As required by the Corporations Act, NexPay maintains professional indemnity insurance that is intended to cover claims in relation to the financial services we provide. This insurance also covers the conduct of our representatives and past representatives (subject to the policy terms and applicable limitations).

These arrangements are regularly reviewed to ensure they remain adequate for our business and AFSL obligations.

10. Your Privacy

We collect personal information about you in order to provide our services, comply with our legal obligations (including anti-money laundering and counter-terrorism financing laws) and improve our products.

Our Privacy Policy explains:
• what information we collect and how we collect it
• how we use and disclose your information
• who we may share it with (for example, related entities and service providers)
• how we keep it secure
• how you may access and correct your information
• how you can make a privacy-related complaint.

Our Privacy Policy is available at: www.nexpay.com.au/privacy

You may also contact us at support@nexpay.com.au for more information about privacy or to request a copy of our Privacy Policy.

11. How we maintain your funds

Details on how client funds are held, safeguarded and settled, including the use of local collection accounts and correspondent banking partners, are set out in our PDS and Terms & Conditions.

These documents explain:
- when your funds are received by NexPay
- how and where they are held prior to being transferred
- when and how we remit funds to beneficiaries
- the circumstances in which we may return funds or refuse to process a transaction.

12. Current Versions of Documents

The latest versions of the following documents are available on our website or upon request:
- this Financial Services Guide (FSG)
- our Product Disclosure Statement (PDS)
- our Terms & Conditions
- our Privacy Policy
- our Complaints & Dispute Resolution Policy.

We may update these documents from time to time. The most recent versions will always be available at www.nexpay.com.au.