

Statement from Mastercard Prepaid Management Services and Qantas in relation to financial services provided in respect of Qantas Pay

Prepared: 21 May 2024

STATEMENT from Mastercard Prepaid Management Services and Qantas in relation to financial services provided in respect of Qantas Pay.

This Statement is provided in place of a Financial Services Guide and contains information about the financial services that will be provided to you in respect of the Qantas Pay prepaid payment facility (**Qantas Pay**) which is not already contained in the Qantas Pay Product Disclosure Statement (**PDS**). Refer to qantasmoney.com/qantas-pay for the latest copy of the PDS.

1. About this Statement

This Statement has been prepared by Mastercard Prepaid Management Services Australia Pty Ltd: ABN 47 145 452 044; AFSL 386 837 (**Mastercard Prepaid Management Services**).

Qantas Airways Limited: ABN 16 009 661 901 (**Qantas**) and those employees, agents and contractors of Qantas who are authorised to provide specified financial services on behalf of Mastercard Prepaid Management Services (**Employees**) are authorised representatives of Mastercard Prepaid Management Services and authorised by Mastercard Prepaid Management Services to provide this Statement to you.

This Statement provides you with certain information (in addition to, and to the extent which the information is not already contained in, the PDS) about the financial services that Mastercard Prepaid Management Services or Qantas and its Employees will, or are likely to, provide to you in relation to Qantas Pay and to assist you to decide whether to use any of the those financial services. This Statement explains who Mastercard Prepaid Management Services and Qantas and its Employees are, the financial services they are authorised to provide in relation to Qantas Pay, their remuneration arrangements, and the compensation arrangements put in place by Mastercard Prepaid Management Services. This Statement should be read in conjunction with the PDS (including the Short Form PDS provided to you with this Statement).

2. Mastercard Prepaid Management Services, the Issuer and Qantas and its Employees

Mastercard Prepaid Management Services arranges for the issue of Qantas Pay by EML Payment Solutions Limited ('EML') ABN 30 131 436 532, AFSL 404131 (the **Issuer**). Mastercard Prepaid Management Services also provides general financial product advice in relation to Qantas Pay. Mastercard Prepaid Management Services holds Australian Financial Services Licence 386 837 authorising it to deal in (including arranging the issue of), and to provide general financial advice in relation to, certain classes of financial products, including Qantas Pay.

Qantas and its Employees arrange the issue of Qantas Pay by the Issuer and provide general financial product advice in relation to Qantas Pay as authorised representatives of Mastercard Prepaid Management Services. The authorised representative number of Qantas is 261363.

Mastercard Prepaid Management Services, the Issuer and Qantas have entered into various agreements with each other in respect of the promotion, distribution and management of the Qantas Pay product.

For more information on Mastercard Prepaid Management Services, the Issuer and Qantas, see section 2 of Part A of the PDS.

Contact details for Mastercard Prepaid Management Services are:

Email: customercare@qantaspay.qantasmoney.com

Mail: Mastercard Prepaid Management Services
Australia Pty Ltd

Attention: Qantas Pay
72 Christie Street
St Leonards NSW 2065

Contact details for Qantas are:

Phone: 13 11 31

Mail: Qantas Airways Limited
Attention: Qantas Pay
Locked Bag 5013
Alexandria NSW 2015 AUSTRALIA

Further information on Qantas Pay can be obtained by calling Mastercard Qantas Pay Global Support:

Within Australia: 1300 992 700 (local call)

Overseas: +61 1300 825 302 (call charges apply)

Follow the prompts to Qantas Pay enquiries

Available 24 hours, 7 days a week

3. Qantas act for Mastercard Prepaid Management Services when it provides certain financial services to you

Mastercard Prepaid Management Services, and Qantas and its Employees as its authorised representatives, arrange for the issue of Qantas Pay. In doing so Qantas act for Mastercard Prepaid Management Services and not for you.

4. Providing instructions to Mastercard Prepaid Management Services and Qantas and its Employees

You can provide instructions in relation to Qantas Pay to Mastercard Prepaid Management Services, Qantas and its Employees or by contacting the Qantas Frequent Flyer Service Centre as set out in section 2 above. You can manage your Qantas Pay Facility by accessing the website qantasmoney.com/qantas-pay.

5. Remuneration arrangements

Mastercard Prepaid Management Services remunerates its employees by providing a salary with incentives based on performance at a company, team and individual level. Some employees are paid incentives for sales of products and services.

Qantas remunerates its employees by providing a salary with incentives based on performance at a company, team and individual level. Some employees may be paid incentives for sales of products and services.

You can request particulars of remuneration and other benefits using the contact details on the previous page within a reasonable time after receiving this Statement and before any financial service identified in this Statement is provided to you.

Mastercard Prepaid Management Services and Qantas earn foreign exchange revenue whenever a Qantas Pay transaction results in a foreign currency conversion. Mastercard Prepaid Management Services receives this foreign exchange revenue and holds a fixed amount of such revenue on Qantas' behalf.

Mastercard Prepaid Management Services receives a processing fee which is a percentage of the value of domestic Qantas Pay "point of sale" transactions. Mastercard Prepaid Management Services also receives reimbursement from Qantas of payments made to the Issuer in connection with the Issuer providing access to the Mastercard® payment scheme and Mastercard providing card scheme services in respect of Qantas Pay and in connection with Qantas Pay loads.

Qantas receives payment from Mastercard Prepaid Management Services of an amount of foreign exchange revenue generated by Qantas Pay transactions. Qantas also receives revenue generated by Qantas Pay transactions based on interchange fees paid to the Issuer, revenue on deposits held by the Issuer in respect of Qantas Pay, any cardholder fees payable in respect of Qantas Pay and certain rebates and incentives from Mastercard Asia Pacific Pty Ltd.

6. Compensation

Mastercard Prepaid Management Services maintains a professional indemnity insurance policy which is designed to provide compensation to retail clients in respect of loss or damage suffered because of breaches of the relevant obligations of Mastercard Prepaid Management Services or its representatives under Chapter 7 of the Corporations Act 2001 (Cth). This insurance policy complies with the requirements of section 912B of the Corporations Act 2001 (Cth). You do not have a direct right to claim under this insurance policy which is maintained to ensure sufficient resources are available to meet claims against Mastercard Prepaid Management Services or its authorised representatives.