

This sample document is for reference only. Specific service, pricing and contact details have been removed.
Please call 1800 039 025 or refer to your notification letter for your pricing, service and contact details.

Merchant ID - XXXXXXXXX
LEGAL ENTITY
ADDRESS LINE 1
ADDRESS LINE 2
ADDRESS LINE 3
ADDRESS LINE 4
SUBRUB, STATE, POSTAL CODE

01/01/2023

You're getting an upgrade

Dear Merchant,

YOU'RE GETTING AN UPGRADE

ANZ Worldline Payment Solutions, a joint venture between ANZ and Worldline SA, is planning to bring an exciting roadmap of new products and solutions to you, our valued customer, and the Australian market.

We're pleased to upgrade you to a new platform, including new software for your existing POS Move Terminal(s). The upgrade will enable the future release of features and enhancements, like:



Merchant Portal



Digital reports and notices



Surcharging*



Alipay#



Dynamic Currency Conversion*



WeChat Pay#

**Features become accessible upon request after upgrade. Terms, conditions and eligibility criteria apply.
Delivery date to be determined. Terms, conditions and eligibility criteria apply.*

NEXT STEPS AND MORE INFORMATION

To agree to this change, including the changes to your Merchant Agreement and the pricing listed below, simply process a transaction on your terminal from 21 February 2023 until 25 March 2023.

If you have any questions or concerns, please reach out to us on 1800 039 025.

We'll keep you updated in future communications that will provide more details about the changes to your service. More information, including on timing of changes, is provided in the following pages. We've also set up a dedicated information webpage that contains FAQs about your upgrade, and information about your new POS Move operating software.

You can access the webpage at anzworldline.com.au/upgrade-support or scan the QR code with your mobile device.



Best regards,

Petr Ryska

Chief Executive Officer

This sample document is for reference only. Specific service, pricing and contact details have been removed.
Please call 1800 039 025 or refer to your notification letter for your pricing, service and contact details.

Page 1

ANZ Worldline Payment Solutions (Worldline Australia Pty Ltd) ABN 50 645 073 034
Tower 4, Level 15, Collins Square, 727 Collins Street, Docklands, VIC, 3008

ANZ Worldline Payment Solutions means Worldline Australia Pty Ltd ACN 645 073 034 ("Worldline"), a provider of merchant solutions. Worldline is not an authorised deposit taking institution (ADI) and entry into any agreement with Worldline is neither a deposit nor liability of Australia and New Zealand Banking Group Limited ACN 005 357 522 ("ANZ") or any of its related bodies corporate (together "ANZ Group"). Neither ANZ nor any other member of the ANZ Group stands behind or guarantees Worldline. Migration April 2023. 200.0386.02_AUS_EN/01.2023.

WHAT THE MIGRATION MEANS FOR YOU

To enable your POS Move software upgrade, your access to the Merchant Portal and the future release of products and features, you'll need to be migrated to our new platform (**Migration**). An updated version of the General Conditions (**Migration General Conditions**), the Migration Merchant Choice Routing Terms and Conditions and the pricing listed below will also apply if you accept the Migration. Please review the Migration General Conditions at anzworldline.com.au/migration-general-conditions and the Migration Merchant Choice Routing Terms and Conditions at anzworldline.com.au/migration-mcr-terms. For further information about the changes to your Merchant Agreement and service, please see information on the following pages.

The Migration will happen progressively starting from **12 April 2023 (Migration Date)**. You'll know once Migration has occurred because your POS Move terminal screen will be updated.

If you do not agree to the Migration, call 1800 039 025.

SOME CHANGES TO YOUR SERVICE AND YOUR MERCHANT AGREEMENT

If you agree to the Migration, there will be changes to your Merchant Agreement and service. Key differences include:

- Your POS Move software will be upgraded and the look and feel of how it operates will be different. We recommend you familiarise yourself with the new POS Move Merchant Operating Guide found at anzworldline.com.au/pos-move-guide.
- The way we provide your settlement and billing information will change. Instead of receiving a single monthly statement as you do today, after Migration you will receive three documents – a Settlement Report, a Billing Notice, and a Cost of Acceptance Report. We'll provide more details about the information you can expect to find in these Reports and Notices closer to your Migration Date.
- The way you receive your Settlement Reports, Billing Notices and Cost of Acceptance Reports will be different from the way you receive your monthly statement today. After Migration, these reports and notices will be sent electronically via email, and will be made accessible through the Merchant Portal. You will no longer receive reports and notices as printed letters to your nominated postal address. You'll receive access to the Merchant Portal shortly before your Migration Date. It's crucial we have your correct email address to ensure you properly receive your documents. Review your contact details printed on the last page of this letter to confirm they are correct, and if they need to be changed, update them using the Commercial Merchant Maintenance Form found at anzworldline.com.au/upgrade-support or by calling 1800 039 025.
- The following details will change:
 - Merchant ID - Once you're migrated, your Merchant ID will become your VP Number. Your new VP Number will be 9 digits and will be displayed on your new Reports and Notices.
 - Terminal ID(s)
 - Terminal Password(s)You can expect to receive your new VP Number, Terminal ID(s) and Terminal Password(s) in a subsequent letter shortly before your Migration Date.
- During the month you are migrated, you'll receive a final statement and you'll be billed for charges for transactions processed on the current payments platform from the first day of your billing cycle up to your Migration Date. You'll also receive your first Billing Notice and you'll be billed for charges for transactions processed on the new platform from your Migration Date until the last day of the month. Please note this does not mean you have been charged twice. Any monthly fees will be charged in the month of your Migration Date on the current payments platform.
- From the Migration Date, we will not process manual vouchers. To process transactions where the Electronic Terminal is unable to connect to Worldline's platform or where the platform is unavailable for another reason, new terms will apply, including terms in relation to liability, as set out in the General Conditions (Clause 8: Back-Up Mode) found at anzworldline.com.au/migration-general-conditions. Your Authorised Floor Limit will be \$0.
- Settlement times (including settlement times for same-day settlement into an ANZ bank account) will be the same or slightly later in the day than your current settlement time.
- There will be additional requirements for your terminal to settle. For settlement to occur, you must ensure that your terminal(s) is switched on and that communications are active from your current settlement time.

This sample document is for reference only. Specific service, pricing and contact details have been removed. Please call 1800 039 025 or refer to your notification letter for your pricing, service and contact details.

Page 2

ANZ Worldline Payment Solutions (Worldline Australia Pty Ltd) ABN 50 645 073 034
Tower 4, Level 15, Collins Square, 727 Collins Street, Docklands, VIC, 3008

ANZ Worldline Payment Solutions means Worldline Australia Pty Ltd ACN 645 073 034 ("Worldline"), a provider of merchant solutions. Worldline is not an authorised deposit taking institution (ADI) and entry into any agreement with Worldline is neither a deposit nor liability of Australia and New Zealand Banking Group Limited ACN 005 357 522 ("ANZ") or any of its related bodies corporate (together "ANZ Group"). Neither ANZ nor any other member of the ANZ Group stands behind or guarantees Worldline. Migration April 2023. 200.0386.02_AUS_EN/01.2023.

- In relation to deferred settlement, where we could previously defer settlement of any transaction for 2 Business Days this is changing to 5 Business Days. However, the other circumstances around deferred settlement remain the same.
- Fees and charges will continue to be billed monthly, but you will be billed on the last calendar day of the month (instead of the last business day of the month as it occurs today). Note: where the last calendar day of the month is not a business day, the fees and charges will generally be debited from your account on the next business day.
- Other changes to your Merchant Agreement including to support new functionality, such as the Merchant Portal, to make some existing terms easier to understand and to reduce risk of fraud. Please review the Migration General Conditions at anzworldline.com.au/migration-general-conditions, before deciding whether to agree to the Migration.

DIRECT DEBIT ARRANGEMENTS

We'll direct debit the same Merchant Account(s) in line with the Direct Debit Service Agreement – Terms and Conditions found at anzworldline.com.au/migration-dda-terms.

The Direct Entry User ID that appears on your bank account will change. All entry fees and charges will appear as per the following for your nominated bank account: **635919 – Worldline Australia Pty Ltd.**

SOME THINGS THAT WILL STAY THE SAME

- We'll continue providing the same dedicated customer service, and our support contact number will remain the same at 1800 039 025.
- The existing terminal features you currently have activated, such as Tipping and Merchant Choice Routing, will still be enabled after Migration. If you currently have Merchant Choice Routing activated, the Terms and Conditions that apply with Merchant Choice Routing can be found in the Merchant Choice Routing Terms and Conditions found at anzworldline.com.au/migration-mcr-terms.
- Subject to the terms of your Merchant Agreement, you will continue to receive your settlement proceeds daily, with fees and charges billed separately on a monthly basis.

DETAILS OF YOUR PRICING AND SERVICE

Previously, your pricing was displayed on a GST-inclusive basis. If you accept the Migration, from your Migration Date, your pricing will be displayed on a GST-exclusive basis, as set out below.

Our aim as part of this upgrade is to keep your pricing consistent. Due to the method and frequency that GST is applied on our new platform, you may see a minor difference in your pricing. Please note, any existing fee waivers you have on your account will continue to apply. Charges, terms and conditions are subject to change.

Number of Terminals	X
----------------------------	---

Fee Type	Excl. GST	Incl. GST
Visa/Mastercard Merchant Service Fee	X.XXXX%	X.XXXX%
eftpos Debit Fee	\$X.XXXX	\$X.XXXX
eftpos with Cash-Out Fee	\$X.XXXX	\$X.XXXX
UnionPay Merchant Service Fee	X.XXXX%	X.XXXX%
Terminal Rental Fee	\$X.XXXX	\$X.XXXX
Transaction Processing Fees	\$X.XXXX	\$X.XXXX
Annual Fee	\$X.XXXX	\$X.XXXX
Monthly Service Fee	\$X.XXXX	\$X.XXXX

If you have an existing contract with Amex, JCB and/or Diners Club, your terminal(s) will continue to accept transactions from these card schemes as they currently do.

CONFIRM YOUR CONTACT DETAILS

It's crucial we have your correct contact details on file to ensure you continue receiving your reports and notices via email, and so you can successfully access the Merchant Portal on activation. Please review the below contact details we currently have on file.

If any of these details are incorrect, update them by completing the Commercial Merchant Maintenance Form found at anzworldline.com.au/merchant-support or by calling 1800 039 025.

Postal address	ADDRESS LINE 1 ADDRESS LINE 2 ADDRESS LINE 3 ADDRESS LINE 4 SUBRUB, STATE, POSTAL CODE
Email Address	EMAIL@EMAIL.COM
Phone Number	XX XXXX XXXX

SAMPLE

This sample document is for reference only. Specific service, pricing and contact details have been removed. Please call 1800 039 025 or refer to your notification letter for your pricing, service and contact details.

ANZ Worldline Payment Solutions (Worldline Australia Pty Ltd) ABN 50 645 073 034
Tower 4, Level 15, Collins Square, 727 Collins Street, Docklands, VIC, 3008

ANZ Worldline Payment Solutions means Worldline Australia Pty Ltd ACN 645 073 034 ("Worldline"), a provider of merchant solutions. Worldline is not an authorised deposit taking institution (ADI) and entry into any agreement with Worldline is neither a deposit nor liability of Australia and New Zealand Banking Group Limited ACN 005 357 522 ("ANZ") or any of its related bodies corporate (together "ANZ Group"). Neither ANZ nor any other member of the ANZ Group stands behind or guarantees Worldline. Migration April 2023. 200.0386.02_AUS_EN/01.2023.