

This sample document is for reference only. Specific service, pricing and contact details have been removed, and your individual Migration Customer Notice will contain some variations to this sample document. Please call 1800 039 025 or refer to your individual Migration Customer Notice for your specific 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

XX/XX/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 a new 4G-enabled Worldline MOVE 5000 terminal. The upgrade will enable the future release of features and enhancements, like:



New Terminal



Merchant Portal



Surcharging*



Dynamic Currency Conversion*



Digital reports and notices



Alipay#



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.

SOME KEY CHANGES

- The settlement reference numbers on your settlement bank account statement will change. It's important to review the Migration FAQs to understand if this will affect your current reconciliation process. Review the Migration FAQs at anzworldline.com.au/upgrade-support.
- Your MID, TID and Terminal passwords will change. If you use them as unique reference data points for third party systems, please note these will change. We'll provide the updated details just before your migration.
- While we endeavour to migrate all terminals in the month of your migration, this may not be possible and you may be partially migrated. See section 11 for more details.

NEXT STEPS AND MORE INFORMATION

If a transaction is processed on one of your terminals between 4 October until 18 October 2023, you'll be deemed to accept this change, including the changes to your Merchant Agreement and the pricing listed below.

If you have any questions or don't want to accept the upgrade, 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.

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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 Terminal Swap November 2023. 200.0449.02_AUS_EN/09.2023.

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

SAMPLE

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WHAT THE MIGRATION MEANS FOR YOU

To enable your upgrade to the new platform and a Worldline MOVE 5000 terminal, 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 1 November 2023. Your Migration comes into effect upon the earlier of :

- your new Worldline MOVE 5000 terminal being installed;
- you returning your existing 3G-enabled terminal; or
- you successfully processing your first transaction on your new Worldline MOVE 5000,

(Migration Date).

Please note that Optus and Telstra are decommissioning their 3G networks. As a result, we are advised that your existing 3G-enabled electronic terminal will no longer be functional on the 3G network from June 2024 (Telstra) and September 2024 (Optus). Your new Worldline MOVE 5000 terminal is 4G-enabled to allow continuity of service.

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:

1. You will receive a new 4G-enabled Worldline MOVE 5000 terminal. The way the terminal operates will be different than your existing terminal. We recommend you familiarise yourself with the new Worldline MOVE 5000 Merchant Operating Guide found at anzworldline.com.au/pos-move-guide. We will reach out to you at least 30 days before your Migration Date to advise on how you will receive your new Worldline MOVE 5000 terminal, how to install the terminal and what you need to do with your existing terminal. Five (5) working days after the delivery of your new Worldline MOVE 5000 terminal, we will initiate the process to switch off your old terminal. From that time, your old terminal may no longer be able to accept transactions.
2. 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.**
3. 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.
4. 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.
5. 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 separate, more detailed documents, including a Settlement Report, Billing Notices (Detailed and Sage), and a Cost of Acceptance Report.
6. 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 notice 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.
7. The settlement reference numbers on your settlement bank account statement will change. The new settlement reference numbers relate back to your Settlement Report or Merchant Portal. You can use this number to reconcile your settlements via the Merchant Portal. The settlement reference number is a unique code specific to each settlement. It is a combination of the settlement date and a unique, sequential reference number. The settlement reference number does not relate back to the settlement's specific terminal or store, and does not repeat. It's important to review the Migration FAQs to understand if this will affect your current reconciliation process. Review the Migration FAQs at anzworldline.com.au/upgrade-support.
8. 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.

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9. Subject to the point 11 below, 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 Notices 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, except for Minimum Monthly Merchant Service Fees (if applicable) which will be not be charged in the month of migration or until you are fully migrated in the event of partial migration.
10. 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.
11. While we endeavour to migrate all of your terminals within the same period, this might not always be possible. In the case that you have multiple terminals listed against your Merchant ID listed in this letter, and we are not able to migrate all terminals in the month of your Migration, you'll be considered as partially migrated.

If you are partially migrated:

- You will have two contracts. For terminals that successfully migrate, your Merchant Agreement will be amended as outlined in this letter (**Migration Contract**). For terminals that do not successfully migrate, your current Merchant Agreement remains in effect (**Current Contract**).
 - You'll continue receiving two sets of statements - one statement from the current platform that shows transactions, from your non-migrated terminals; and a set of documents (as outlined at point 2 above) from the new platform that show transactions from your migrated terminals.
 - Subject to point 9 above, if any Annual Fees or Monthly Service Fees are applicable to your Merchant Facility, you will only be billed once and it will be in accordance with your Migration Contract.
 - We'll continue attempting to migrate your terminal in the two months following your migration month. Failing a successful migration, we will be in touch to discuss next steps.
12. From the Migration Date, we will not process manual vouchers. Your Authorised Floor Limit will be \$0.
 13. 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 direct 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

14. We'll continue providing the same dedicated customer service, and our support contact number will remain the same at 1800 039 025.
15. 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.
16. 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.

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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 under the Migration Contract 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 currently billed	X
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Fee Type	Frequency	Excl. GST	Incl. GST
Visa/Mastercard Merchant Service Fee	Per transaction	X.XXXX%	X.XXXX%
eftpos Debit Fee	Per transaction	\$X.XXXX	\$X.XXXX
eftpos with Cash-Out Fee	Per transaction	\$X.XXXX	\$X.XXXX
UnionPay Merchant Service Fee	Per transaction	X.XXXX%	X.XXXX%
Terminal Rental Fee	Per terminal, per month (or part thereof)	\$X.XXXX	\$X.XXXX
Transaction Processing Fees	Per transaction	\$X.XXXX	\$X.XXXX
Annual Fee	Per annual anniversary of start date	\$X.XXXX	\$X.XXXX
Monthly Service Fee	Per month	\$X.XXXX	\$X.XXXX
Minimum Monthly Merchant Service Fee*	Per month (if applicable)	\$X.XXXX	\$X.XXXX

*Charged when your total MSF paid to ANZ Worldline Payment Solutions in any month falls below the Minimum Monthly Merchant Service Fee listed in the table above.

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

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