



# Product disclosure statement

**Issued by Hay Limited**

ABN 34 629 037 403

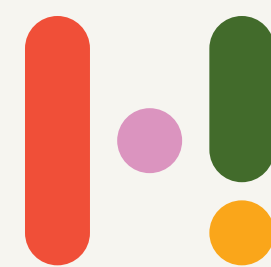
Australian financial services licence AFSL no. 515459

Hay® is a registered trade mark

**Issue Date: 17.06.25 V7.0**

# Contents:

- 01 About
- 02 Important information
- 03 About the Hay Card and Hay Account
- 04 Significant benefits of the Hay Card and Hay Account
- 05 Significant risks of the Hay Card and Hay Account
- 06 Fees
- 07 Limits
- 08 Google Pay
- 09 Apple Pay
- 10 Cooling off rights
- 11 Legal terms and conditions
- 12 Applicable Laws
- 13 Disputing a transaction
- 14 Feedback and resolving problems and complaints



## 01 About

This Product Disclosure Statement covers the Hay family. This includes Hay Group Limited and our group companies ("**Hay**", "**us**", "**we**" or "**our**").

Hay is the issuer of a reloadable Visa prepaid or debit card whereby users can load value onto the card to make payments wherever Visa prepaid and debit cards are accepted (Hay Card).

The Hay Card is linked to a digital account (which is not a bank account) which can be accessed via the Hay App (Hay Account).

As an Australian Financial Services Licence holder, Hay is required to hold customer funds with approved Australian Authorised Deposit-taking Institution (ADI).


It is important for you to know that Hay is not a bank and our prepaid and debit cards are not protected under the financial claims scheme.

## 02 Important information

This PDS has been prepared by Hay. Hay is the issuer of the Hay Card.

This PDS contains important information about the Hay Card and the Hay Account and their associated benefits, risks and fees.

You should read this document carefully because it is designed to assist you in deciding whether the Hay Card and Hay Account are appropriate for you.

The use of the Card is governed by this PDS document which incorporates the Terms and Conditions of the Card. The Terms and Conditions of use of the 



Card may be attached to this PDS or provided as a separate document. Both the PDs and the Terms and Conditions of use contain important information regarding your Card.

The information in this PDS does not consider your individual objectives, financial situation or needs. Any advice in this PDS is general advice only. You should consider the appropriateness of any general advice to your circumstances before acting on it. Nothing is intended to constitute investment, legal, tax, accounting or other professional advice and you should seek professional advice on whether the Hay Issued Card and Hay Issued Account are appropriate for your particular circumstances.

The PDS has been lodged with the Australian Securities and Investments Commission (ASIC). ASIC takes no responsibility for the contents of the PDS.

The PDS may only be used by people who receive it in Australia. The information in this PDS does not constitute an offer in any country other than Australia. The distribution of this PDS in countries outside Australia is limited and may be restricted by law. People who come into possession of this PDS who are not in Australia should seek advice on any such restrictions that apply.

The information in this PDS is subject to change and is up to date at the date of this PDS. Where new information is materially adverse, we will issue a new PDS or supplementary PDS. However, where the information is not materially adverse, we will not issue a new PDS or supplementary PDS but you will be able to find the updated information on our website at [hellohay.co/pds](https://hellohay.co/pds).



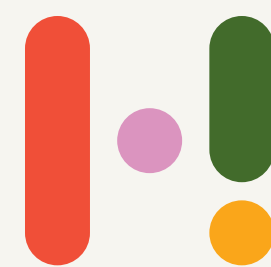




## 03 About the Hay Card and Hay Account

- The Hay Card and Hay Account are financial products that are regulated by the Corporations Act 2001 (Cth).
- You can obtain a Hay Account and Hay Card via the Hay App.
- You can load (and reload) value to the Hay Account/Hay Card by transfer from an account held with another financial institution.
- The Hay Card is linked to your Hay Account.
- Once you have loaded value to your Hay Card, you can use it anywhere in the world (where Visa prepaid and debit cards are accepted) to access your Available Balance and make payments.
- You can use the Hay Card to withdraw cash at ATMs (subject to daily limits).
- Your Hay Account is linked to your Hay Card. You can make Pay Anyone transactions from your Hay Account via the Hay App.
- You can only access the value you have loaded to your Hay Card. The Hay Card is not a credit card.
- Your Hay Account is not a bank account and no interest will be payable.



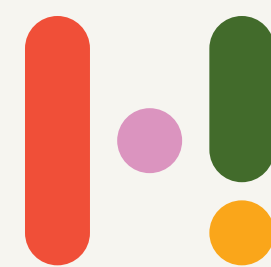


## 04 Significant benefits of the Hay Card and Hay Account

The significant benefits of the Hay Card are:

- it reduces the need to carry cash and is a convenient way to make payments at merchants who accept Visa prepaid and debit Hay Cards;
- it is reloadable, you can add extra funds to it as many times as you like (subject to daily limits);
- you can only access the value that you have loaded which helps you control spending;
- the Hay Card can be used on the internet or telephone to make payments;
- the Hay Card can be used to withdraw cash at ATMs (subject to daily limits);
- no Hay currency conversion fees apply (although other financial institutions involved in the conversion may do so);
- ATM operator fees may apply.
- if your Hay Card is lost or stolen you can immediately freeze the Hay Card through the Hay App; and
- you can cancel the Hay Card within the Hay app.





Significant benefits of the Hay Account are:

- you can see detailed information about merchants you purchase goods from;
- you can make payments from and receive payments to your Hay Account instantly in the same way you do a bank account (even though the Hay Account is not a bank account);
- you can easily search all transactions via amount, date, merchant name and location;
- you can track monthly spending via categories and merchants;
- you can track travel spending per country or trip automatically with travel mode;
- you can easily see foreign exchange values of your held funds in \$AUD to local international currency;
- you receive the Visa exchange rate at the interbank rate at the time of settlement (no margin, spread or fees charged by Hay).

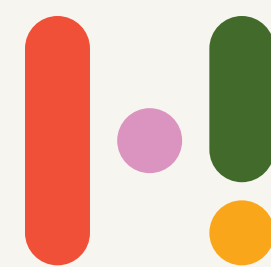
## 05 Significant risks of the Hay Card and Hay Account

The significant risks of the Hay Card and Hay Account are:

- unauthorised transactions can happen if your Hay Card is lost or stolen, if your PIN is revealed to an unauthorised person, as a result of fraud, or if you breach the terms and conditions of the Hay Card / Hay Account







outlined in this PDS or the terms and conditions;

- you might not be able to get your money back if unauthorised transactions or mistaken transactions occur. The more you load to your Hay Account the more you could lose due to an unauthorised transaction;
- due to equipment errors, malfunctions or equipment being used incorrectly, the same transaction may be processed more than once or transactions may not be processed at all;
- merchants and ATM operators (domestic and international) may charge fees for using the Hay Card at their facilities and these fees may increase;
- if the network enabling the use of a Hay Card or Hay Account is unavailable, you may not be able to perform transactions or get information using the Hay Card;
- merchants may, at their discretion, refuse to accept the Hay Card as a method of payment. You should always check with the merchant that it will accept the Hay Card before purchasing any goods or services;
- you will not earn interest on any available balance that is stored on your Hay Card/ Hay Account;
- the Financial Claims Scheme (see [fcs.gov.au](https://www.fcs.gov.au)) does not apply in relation to your Hay Card or your available balance. If Hay fails, any available balance held on your Hay Card







will not be protected by the FCS, and you may lose all or part of your available balance. The risks associated with the Hay Card may therefore be increased when you load large amounts of money onto the Hay Card; and

- as Hay has not taken into account your individual circumstances or needs and you should get your own independent tax advice on the impact that the Hay Card or Hay Account may have on your personal tax liability.





## 06 Fees

The fees that apply for the issue and use of the Hay Card are as follows:

Transaction Fees	
Account opening	\$0
Account keeping	\$0
Overdrawn	\$0
Direct Debit Dishonour	\$0
Domestic ATM withdrawal	\$0 – Hay does not charge any ATM fees. A fee may be charged by the ATM operator
Domestic Transaction	\$0
International transaction	0%
Card replacement	\$0
Transaction disputes	
Card payments	\$0
Non-card payments and transfers	up to \$20





# 07 Limits

There are default limits that apply to the Hay Card and Hay Account for:

Account limits	
Max balance	\$15,000
Max top up	\$10,000 per day
Pay someone	
Bank transfers	\$5,000 per day
ATM cash out	\$1,000 per day
Hay Card transactions	Available account balance
Max value of a single Hay transaction	\$10,000

At any time, we can adjust the limits to protect your interests or ours.

You can find the actual limits that apply to your Hay Card and Hay Account within the Hay App.

**We will let you know via the Hay App if your limits are adjusted. Please check the Limits section in the Hay App so you know what limits apply to your use of the Hay Card.**





## 08 Google Pay

### 08.01 Who Provides Google Pay?

Google Pay is a service provided by Google. You may also need to agree to Google's Terms and Conditions in order to use Google Pay in addition to agreeing to these Terms of Use.

Hay (“we” or “us”) is not responsible for the use, functionality or availability of Google Pay, any eligible Android Device, or the availability of contactless readers at merchants.

### 08.02 Device Security

Any person with your device passcode or a fingerprint registered to your device may be able to authorise transactions using your Card in Google Pay.

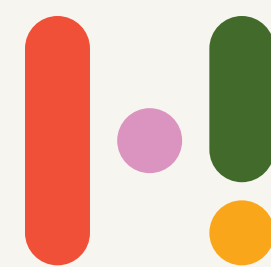
Do not let anyone else have their biometric information registered to your device while your Card is registered in Google Pay. You must keep your device safe and secure at all times, and your device passcode secret.

If you breach any of the above, we will assume that you have authorised the other person to use your Hay Card and you will be liable for all transactions made by that person.

If you believe that your Android Device has been lost, stolen or compromised in any way we can suspend or remove your Card from Google Pay to prevent any unauthorised use.







### **08.03 How to add or remove a Hay Card in Google Pay**

You can register your Hay Card with Google Pay by opening the Settings section of the Hay App and following the prompts or via the Google Pay app on your device.

You can remove your card via the Google Pay app.

### **08.04 How to use your card via Google Pay**

Once you have registered your Card to your Android Device, you can start making payments at contactless terminals anywhere that Visa prepaid and debit cards are accepted,

in an App or online using your Android Device where Google Pay is supported.

You may be required to enter your Android Passcode and/or card PIN at a contactless terminal when making a purchase using Google Pay.

### **08.05 Applicable Fees**

We do not impose any additional fees and charges for registering and using your Hay Card with Google Pay. However, third parties may charge fees associated with downloading, registering and using Google Pay on an Android Device.

### **08.06 How do we use your information?**

As soon as you register your Card to your Android Device, Google may access and process your information, including information about your transactions. Google's use of your personal information is solely governed by Google's privacy policy.





Google may share information with us for fraud and identification purposes.

#### **08.07 When might Hay suspend or block a Hay Card on Google Pay?**

Hay may block, suspend or terminate your Hay Card registered with Google Pay if:

- Hay suspects fraud or an unauthorised transaction has occurred;
- your Hay Card or Hay Account is cancelled, blocked or suspended;
- Hay is required by applicable laws;
- directed to so by Google;
- if Hay's arrangement with Google cease or are suspended; or
- for any other reasonable reason.

#### **08.08 Trade marks**

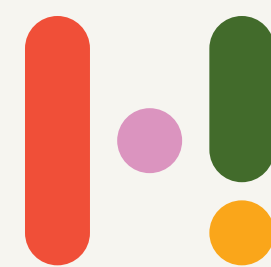
Google, Google Play, Google Pay, Google Cloud Platform, the Google logo, the Google Play logo, the Google Pay logo, and the Google Cloud Platform logo are trademarks of Google LLC.

## **09 Apple Pay**

#### **09.01 Who Provides Apple Pay?**

Apple Pay is a service provided by Apple. You will also need to agree to Apple's Terms and Conditions in order to use Apple Pay in addition to agreeing to these Terms of Use.





Hay (“we” or “us”) is not responsible for the use, functionality or availability of Apple Pay, any eligible Apple Device, or the availability of contactless readers at merchants.

## **09.02 Device Security**

Any person with your device passcode or a fingerprint registered to your device may be able to authorise transactions using your Card in Apple Pay. Do not let anyone else have their biometric information registered to your device while your Card is registered in Apple Pay. You must keep your device safe and secure at all times, and your device passcode secret.

If you breach any of the above, we will assume that you have authorised the other person to use your Hay Card and you will be liable for all transactions made by that person.

If you believe that your Apple device has been lost, stolen or compromised in any way. We can suspend or remove your Card from Apple Pay to prevent any unauthorised use.

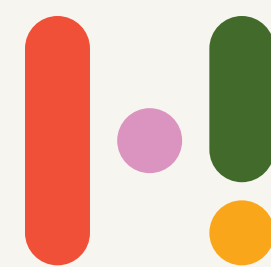
## **09.03 How to add or remove a Hay Card in Apple Pay**

You can register your Hay Card with Apple Pay by opening the Settings section of the Hay App and following the prompts or via the Apple Wallet app on your device.

Instructions to remove your card are available on the Apple Pay website and the Apple Wallet app.







#### **09.04 How to use your card via Apple Pay**

Once you have registered your Card to your Apple Device, you can start making payments at contactless terminals anywhere that Visa prepaid and debit cards are accepted, in an App or online using your Apple Device where Apple Pay is supported.

You may be required to enter your Apple Device Passcode and/or card PIN at a contactless terminal when making a purchase using Apple Pay.

#### **09.05 Applicable Fees**

We do not impose any additional fees and charges for registering and using your Hay Card with Apple Pay. However, third parties may charge fees associated with downloading, registering and using Apple Pay on an Apple device.

#### **09.06 How do we use your information?**

As soon as you register your Card to your Apple Device, Apple may access and process your information, including information about your transactions. Apple's use of your personal information is solely governed by Apple's privacy policy.

Apple may share information with us for fraud and identification purposes.

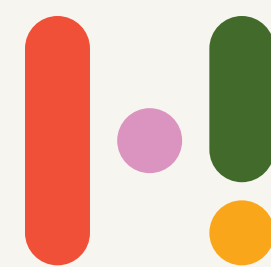
#### **09.07 When might Hay suspend or block a Hay Card on Apple Pay?**

Hay may block, suspend or terminate your Hay Card registered with Apple Pay if:

- Hay suspects fraud or an unauthorised transaction has occurred;







- your Hay Card or Hay Account is cancelled, blocked or suspended;
- Hay is required by applicable laws;
- directed to so by Apple;
- if Hay's arrangement with Apple cease or are suspended; or
- for any other reasonable reason.

#### **09.08 Trade marks**

Apple and Apple Pay are trade marks of Apple Inc., registered in the U.S. and other countries.

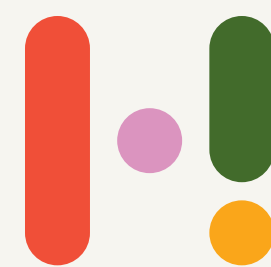
## **10 Cooling off rights**

There are no cooling-off rights attached to the Hay Card or Hay Account. However, you may cancel the Hay Card or close your Hay Account at any time.

## **11 Legal terms and conditions**

The terms and conditions for use of the Hay Card and Hay Account are set out in the Terms, which can be accessed at [hellohay.co/terms](https://hellohay.co/terms). You should read and understand these terms before acquiring the Hay Card/Hay Account as they primarily govern the legal relationship between you and us. You can download an electronic copy of the Terms via the Hay website.





The Terms cover:

- how to use your Hay Card and Hay Account and restrictions of use;
- security requirements and what to do where you lose your Hay Card or your Hay Account is compromised;
- what will happen where you make a mistaken payment or an unauthorised transaction occurs;
- limits on what Hay is responsible for;
- suspension and termination of your Hay Card or Hay Account; and
- changes to the terms and conditions.

The above dot points are a very high level summary of what is covered in the Terms and not a substitution for the Terms. We strongly encourage you to read and understand the Terms and the Privacy Policy before obtaining the Hay Card / Hay Account.

## 12 Applicable Laws

### Privacy Statement

We Hay is committed to complying with the Privacy Act 1988 and its accompanying Australian Privacy Principles.

Our Privacy Statement can be found at [hellohay.co/privacy](https://hellohay.co/privacy) or you can request a copy of the Statement at any time, and we will email or mail a copy to you.





The Privacy Statement sets out the details about how we manage your personal information, including how and why we collect that information, when we might need to disclose and use that information, and how we stored and handle your information.

Hay and its related body corporates (we, us, our) collect your personal information to provide you with products and services and to provide assistance and support to you.

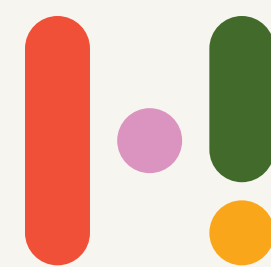
We may share your personal information with members of our Group of companies (including members of our group outside Australia), our Business Partners (who help us provide our products and services to you), and all of them may share your personal information with us.

The Privacy Statement sets out:

- why we collect your personal information
- the consequences if you don't provide your personal information to us
- the other parties we need to disclose your personal information to and why, including when that information is disclosed outside of Australia
- how to access your information and ask for correction of your personal information; and
- how to make a complaint if you believe we have breached our obligations in respect of your personal information and how we will deal with such a complaint.







The Statement also provides details about our procedures and processes to protect your information, including technology and operational activities we use to secure that information.

If you have any questions or need to speak to us about how your information is handled or about our Privacy Statement, you can contact us at:

- Email: [privacy@hellohay.co](mailto:privacy@hellohay.co)
- Phone: 1800 080 081
- Mail: Hay, P.O. Box 772, Surry Hills, NSW 2010

## **Anti-Money Laundering and Counter Terrorism Finance (AML) Laws**

As the issuer of the Hay Card and Account, Hay must comply with the Anti-money Laundering and Counter-terrorism Financing Act 2006 (Cth) (AML Act) and its related Rules.

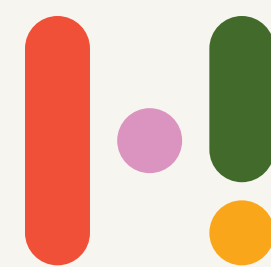
There are several obligations under the AML Act which we must comply with including know your customer requirements – this is why part of the application process for opening a financial product requires you to provide evidence of who you are and where you live.

## **Verifying your identity and the Document Verification Service**

When you provide your identification information, we are required to verify that information, which we do through independent providers, one of which is the Document Verification Service or DVS.







DVS is provided by the Australian Government, and allows us to verify your driver's license, passport and, if applicable, your residency status (Visa check). When you are completing the application process and uploading your identity document(s), you will be asked to provide a consent for your document to be verified by the DVS as part of that process – this is part of the online process, and you may choose to either (i) provide your consent or (ii) not provide your consent.

### **What happens if you do not consent to have your identity verified?**

If you do not provide your consent for the DVS to conduct the verification of your identity document, we may not be able to validate your identity. If we cannot complete your identity verification, we may not be able to provide you with the product and services you are seeking from us.

### **Notifying changes to your details**

You must let us know as soon as possible when any of your details change. You can update your information or request assistance by accessing the Hay App at any time.

### **What happens when we have a concern about a transaction?**

Hay is committed to protecting you and your monies from fraud and scam activities.





Where we reasonably consider that a transaction is fraudulent or may breach the AML Act, we may need to delay or refuse transactions or Block or close your account. We must Block the Hay Card and Account until we can verify or re-verify your identity.

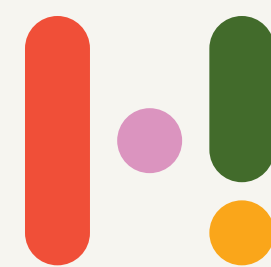
We are not responsible for any loss that arises where this occurs.

Where we can, we will let you know why we have stopped the transaction or Blocked the Account. However, in some instances our legal obligations will stop us from being able to tell you and failing to inform you of the reasons is not a breach by us.

## 13 Disputing a transaction

We encourage you to review your transaction history regularly. Where your Card is used for Unauthorised Transactions, we will seek to reverse the transaction if we can under the Visa Scheme Rules. Your ability to dispute a transaction or reverse an Unauthorised Transaction may be lost if you do not notify us immediately. It is your responsibility to regularly review your online transaction history to identify Unauthorised Transactions. Under these Terms and Conditions, we may not be responsible for any loss to you if you do not dispute an Unauthorised Transaction within 45 days of the transaction date.





## 14 Feedback and resolving problems and complaints

When you provide feedback, Hay has the opportunity to improve services to you. If you have a query or a Complaint about the Card or the Account, you should initially direct the query to Hay at [complaints@hellohay.co](mailto:complaints@hellohay.co).

Hay can be contacted via:

- In Hay App chat, found under Help menu
- Phone: 1800 080 081
- Email: [complaints@hellohay.co](mailto:complaints@hellohay.co)
- Mail: Hay, P.O. Box 772, Surry Hills, NSW 2010

Hay will commit to taking the following steps:

- keep a record of your complaint;
- acknowledge your complaint within 1 business day;
- respond within 30 calendar days.





If we can't complete our investigation within 30 calendar days, we'll let you know why.

If we are unable to resolve the matter to your satisfaction, you may refer the complaint to the Australian Financial Complaints Authority (**AFCA**). AFCA provides fair and independent financial services complaint resolution that is free to consumers. It's important you raise your concerns with us first before going to AFCA, as AFCA will generally encourage this before they will investigate. AFCA's details are:

## **Australian Financial Complaints Authority**

**Website:** [afca.org.au](https://afca.org.au)

**Email:** [info@afca.org.au](mailto:info@afca.org.au)

**Phone:** 1800 931 678 (free call)

**Mail:** Australian Financial Complaints Authority,  
GPO Box 3, Melbourne VIC 3001





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