



Halal Money
by HEJAZ

For Halal Money Account and Halal Money Visa Debit Card

Product Disclosure Statement

April 2024 - Version 1.0



Issued by Hay Limited ABN 34 629 037 403 Australian Financial Services Licence (AFSL)
No. 515459 | Hay® is a registered trademark.

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1. About this Product Disclosure Statement

This document forms the Product Disclosure Statement (PDS) for your Halal Money Account (Account) and Halal Money Visa Debit Card (Card). The PDS contains essential information, including the fees and other costs that apply to the Account and Card.

This PDS is issued by Hay Limited ABN 34 629 037 403, Australian Financial Services Licence (AFSL) No.515459 (Hay). This PDS is an important document designed to assist you in deciding whether to acquire the financial product to which it relates – the Account and Card. You should read this PDS in full before using your Account and Card.

The use of the Halal Money Account and Visa Debit Card is governed by this PDS and the Terms and Conditions of the Halal Money Account and Visa Debit Card. The Terms and Conditions for use of the Halal Money Account and Visa Debit Card may be attached to this PDS or provided as a separate document and should be read together.

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 Halal Money Card and Account are appropriate for your particular circumstances.

You should also consider the Halal Money Account and Visa Debit Card Target Market Determination (TMD) and the Halal Money Account and Visa Debit Card Terms and conditions before making a decision about this product. Copies of these documents can be found at <https://halalmoney.com.au>.

2. Important information

This PDS has been prepared by Hay. Hay is the issuer of the Halal Money Account and Visa Debit Card.

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 persons 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 prohibited 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, Hay will issue a new PDS or supplementary PDS. However, where the information is not materially adverse, Hay will not issue a new PDS or supplementary PDS, but you will be able to find the updated information on the Halal Money website at <https://halalmoney.com.au> as you apply for this product.





3. Parties Involved in the Issue and Distribution of the Halal Money Account and Visa Debit Card

Hay Limited, ABN 34 629 037 403 (Hay), is the holder of Australian Financial Services Licence (AFSL) No. 515459. Hay is a principal member of Visa Australia. Under its AFSL, Hay is authorised to provide financial products and services, including the issuing of non-cash payment products such as the Halal Money Account and Visa Debit Card.

Hay Limited has authorised Hejaz Islamic Credit Solutions Pty Ltd ABN 74 603 474 899 of Suite 11.06, 2 Queen Street, Melbourne VIC 3000 (Halal Money) to provide general product advice in relation to the Halal Money Account and Card, and to arrange, distribute, and promote the Halal Money Account and Visa Debit Card on behalf of Hay. The Corporate Authorised Representative number for Hejaz Islamic Credit Solutions is 001301894.

3.1 Card Issuer

The Issuer of the Halal Money Account and Visa Debit Card is Hay and if you hold an approved Halal Money Account and Visa Debit Card, you will have a contract with Hay Limited.

3.2 Card Distributor

Halal Money is responsible for the distribution and provision of factual product information about the Halal Money Account and Visa Debit Card as issued and approved by Hay. Halal Money is also authorised by Hay to provide customer service support for the Account and Card. This authority is provided under Authorised Representative No. 001301894.

Neither Halal Money nor anyone else acting on its behalf, has the authority on behalf of Hay to:

- tell you anything about the Halal Money Account and Visa Debit Card that is inconsistent with the information in this PDS;
- give you personal financial product advice (i.e., financial product advice that has considered one or more of your objectives, financial situation and needs) about the Halal Money Account and Visa Debit Card; and
- do anything else on Hay's behalf, other than marketing, arranging for the issue of and providing customer services for the Halal Money Account and Visa Debit Card.

4. Other products offered within your Halal Money App

Halal Money administers the Halal Money App and program. The Halal Money Account and Visa Debit Card are part of this App and Program. Other Halal Money services outside of the Halal Money Visa Debit Card and Account operate under their own terms and conditions and are separate to the Hay issued Account and Visa Debit Card. You should refer to <https://halalmoney.com.au> for more details on these products.

5. Who is eligible for the Halal Money Account and Visa Debit Card

Retail Individuals will need to satisfy specific eligibility criteria to maintain this product. To qualify, the Retail Individual must:

- Be an individual person; and
- Have a valid Australian residential address; and
- Be aged 16 years or older.





6. About the Halal Money Account and Visa Debit Card

The financial product issued by Hay is a non-cash payment product.

The Halal Money Visa Debit Card is not a credit card or a Stored Value card.

- You can obtain a Halal Money Account and Visa Debit Card via the Halal Money Website and App, after going through the application process and having your identity verified.
- You can deposit funds (or receive funds from anyone else) into your Halal Money Account using the BSB and Account number that will be provided to you once the account opening process has been completed. You will also be issued with a Halal Money Debit Visa Debit Card in your name, and to the mailing address you have provided via the Halal Money website/app.
- Once you have deposited funds into the Halal Money Account, you can
 - a. Use the Halal Money Visa Debit Card anywhere in the world (where Visa Debit cards are accepted) to access your funds and make payments.
 - b. Use the Halal Money Visa Debit Card to withdraw cash at ATMs and via cash out at merchant locations that offer this facility (all subject to daily limits that are disclosed elsewhere in this PDS and in the Terms and Conditions).
 - c. make Pay Anyone transactions from your Halal Money Account via the Halal Money App (send money to another bank account within Australia, send money towards buying other products made available to you within the Halal Money App by Halal Money) or pay your bills using Bpay. Note that these other products available within the Halal Money App are not issued by Hay Limited – please visit <https://halalmoney.com.au> for more details on these products.
 - d. provide your bank account details to any service providers like your electricity provider so that they can request for direct debits from your Account.

- In all instances, you can only access the Available Balance in the Halal Money Account. The Halal Money Card is not a credit card.
- The Halal Money Account does not offer an overdraft facility and cannot have a negative balance but if it does, any such balance becomes immediately due and payable.
- Your Halal Money Account is not a bank account, and no interest will be payable on the Available Balance.

7. Available Balance

The Available Balance of your Halal Money Account is held on trust for you at an Australian ADI (bank) in a segregated customer funds account.

In accordance with this PDS and the Terms and Conditions you acknowledge that the Available Balance can be used to meet Hay's settlement obligations in respect of your transactions and to provide security for its settlement obligations.

Available Balance in your Account does not earn interest and it does not operate like a bank, credit union or building society account. Balances held in the Account are not bank deposits and are not protected by the Australian Government Financial Claims Scheme.





8. Benefits of the Halal Money Account and Visa Debit Card

Significant benefits of the Halal Money Account are:

- You can make payments from and receive payments to your Halal Money Account in the same way you do a bank account (even though the Halal Money 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 use the Account as a funding source for other products offered by Halal Money through their App.
- If there are foreign currency transactions on the Account (via the Visa Debit Card), you can see details of the currency exchange.

The significant benefits of the Halal Money Visa Debit Card are:

It reduces the need to carry cash and is a convenient way to make payments at merchants who accept Visa Debit Cards;

- you can only access the value that you have in your Account (and subject to daily limits) which helps you control spending;
- the Visa Debit Card can be used on the internet or telephone to make payments;
- the Visa Debit Card can be used to withdraw cash at ATMs (subject to daily limits) or via cash out at merchant locations which offer this feature;
- no Hay currency conversion fees apply (although other financial institutions involved in the conversion may do so);
- if your Halal Money Visa Debit Card is lost or stolen you can immediately freeze the card through the Halal Money App;
- you can cancel the Halal Money Visa Debit Card within the Halal Money App; and
- you can see detailed information about merchants you purchase goods from on the Halal Money App.
- you receive the Visa exchange rate at the interbank rate at the time of settlement (no margin, spread or fees charged by Hay).

9. Risks of the Halal Money Account and Visa Debit Card

The significant risks of the Halal Money Account and Visa Debit Card are:

- Unauthorised transactions could happen if your Halal Money Visa Debit 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 Halal Money Account and Visa Debit Card 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 higher your Available Balance is in your Halal Money 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 Visa Debit Card at their facilities and these fees may increase;
- if the network enabling the use of the Halal Money Account or the Visa Debit Card is unavailable, you may not be able to perform transactions or get information using the Halal Money App;
- merchants may, at their discretion, refuse to accept the Halal Money Visa Debit Card as a method of payment. You should always check with the merchant that it will accept the Halal Money Visa Debit Card before purchasing any goods or services;
- you will not earn interest on any Available Balance that is stored on your Halal Money Account;
- the Financial Claims Scheme (FCS - see [fcs.gov.au](https://www.fcs.gov.au)) does not apply in relation to your Halal Money Account. If Hay fails, any Available Balance held on your Halal Money Account will not be protected by the FCS, and you may lose all or part of your Available Balance; and
- as Hay has not considered your individual circumstances or needs and you should get your own independent tax advice on the impact that the Halal Money Card or Account may have on your personal tax liability.



10. Fees

The fees for Halal Money Account and Visa Debit Card are:

Transaction fees	Charged by Hay	Charged by Halal Money
Account opening	\$0	-
Account keeping	\$0	-
Overdrawn	\$0	-
Direct debit dishonour	\$0	-
ATM withdrawal	\$0	-
Domestic Transaction	\$0 at all major bank ATMs*	-
International transactions	\$0	<p>2.98% for all Visa transactions When you make a transaction that is converted by Visa from a foreign currency to Australian dollars</p> <p>2.98% for transactions in Australian dollars, but with an overseas connection</p> <p>When you make a purchase in Australian dollars while overseas, or while in Australia where the merchant, or the financial institution, or the entity processing the transaction, is located overseas.</p> <p>In some instances, overseas merchants may allow you to pay in Australian dollars eg when you are shopping online or over the phone. This is still considered an international transaction because your transaction is processed overseas</p> <p>This fee will be waived till 28 February 2025, and will be charged on transactions from 1 March 2025</p>
Card Replacement Fee	\$0	-
Transaction Dispute fees		
Card payments	\$0	-
Non-card payments and transfers	\$0	-

**Hay does not charge any ATM fee. A fee may be charged by the ATM Operator.
Fees quoted are in Australian dollars.*



11. Limits

There are default limits that apply to the Halal Money Account and Visa Debit Card.

All values in Australian dollars.

Default limits

Maximum balance that can be held in the Account	\$ 500,000
Minimum balance that can be held in the Account	\$0
Maximum deposit per day	\$ 250,000
Maximum ATM cash out per day	\$ 1,000
Maximum transfer limit out of the Account per day	\$50,000
Maximum transfer limit out of the Account per day (via BPay)	\$10,000
Maximum single card transaction	\$ 9,000
Maximum card spend per day	\$ 9,000

At any time, Hay can adjust the limits. You can find the current limits that apply to your Halal Money Account and Visa Debit Card within the Halal Money App.

12. Cooling off rights

There are no cooling-off rights attached to the Halal Money Account and Visa Debit Card. However, you may cancel the Visa Debit Card and close your Account at any time.

13. Disputing a Transaction

We encourage you to review your transaction history regularly. Where your Halal Money Visa Debit Card is used for unauthorised transactions, we will seek to reverse the transaction if we can under the Visa Scheme Rules (Chargeback). Your ability to dispute a transaction or reverse an unauthorised transaction may be lost if you do not notify us immediately (see Section on

Chargeback and Disputed Transaction in the Terms and Conditions). It is your responsibility to regularly review your online transaction history to identify unauthorised transactions. 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 or such other period prescribed by law.

14. Feedback and Resolving Complaints

When you provide feedback, Hay and Halal Money have the opportunity to improve services to you. If you have a query or complaint relating to the Halal Money Account and Halal Money Visa Debit Card that Halal Money has provided to you, you should initially direct the query to Halal Money via:

Mail	Suite 11.06, 2 Queen Street, Melbourne VIC 3000
Email	info@halalmoney.com.au
Website	https://halalmoney.com.au
Phone	1300 135 669

Please provide a full explanation of your feedback or complaint. Halal Money may request further details from you.

When dealing with your complaint we will undertake the following:

- Keep a record of your complaint;
- Acknowledge your complaint within 1 business day;
- Respond within 30 calendar days;
- If we cannot complete our investigation within 30 calendar days, we will let you know why before the 30 calendar days lapse.

If you are unable to resolve your issue with Halal Money directly, you can escalate your enquiry to Hay via complaints@hellohay.co or by phone [1800 080 081](tel:1800080081). Hay will check with you to make sure you are satisfied with how your complaint was handled.



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 is important you raise your concerns with us first before going to AFCA, as AFCA will generally encourage this before they will investigate. The contact details for AFCA are:

Mail GPO Box 3, Melbourne VIC 3001

Phone [1800 931 678 \(free call\)](tel:1800 931 678)

Email info@afca.org.au

Website www.afca.org.au

15. Terms and conditions

The Terms and Conditions for use of the Halal Money Account and Visa Debit Card is a separate document but forms part of this PDS and can be accessed at <https://halalmoney.com.au>.

You should read the Terms for the Halal Money Account and Visa Debit Card before acquiring the Halal Money Card and Account as they set out the legal relationship between you and us. You can download an electronic copy of the Terms via the Halal Money app or website.

The Terms for the Halal Money Account and Visa Debit Card cover:

- How to use your Halal Money Account and Visa Debit Card;
- restrictions of use of your Halal Money Account and Visa Debit Card;
- security requirements and what to do if you lose your Halal Money Visa Debit Card, or your Halal Money Visa Debit Card or Account is/are 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 Halal Money Account and Visa Debit Card; and
- what to expect if there are changes to the Terms and Conditions.

The above points are a high-level summary of what is covered in the Terms and Conditions and not a substitution for reading them. We strongly encourage you to read and understand the Terms and Conditions as well as the Privacy Policy before obtaining the Halal Money Account and Visa Debit Card.

16. Applicable laws

Privacy

Hay is committed to complying with the Privacy Act 1988. The Hay Privacy Policy sets out detailed information about how, why, and when personal information is collected, disclosed, used, stored, and otherwise handled by Hay. Hay's Privacy Policy is available at hellohay.co/privacy. You may request a copy of the Policy in hard copy.

The Hay Privacy Policy sets out:

- the purposes for which we collect your personal information;
- the consequences if you do not provide your personal information to us;
- the third parties to which we disclose your personal information;
- how to access and seek correction of your personal information;
- how to complain about a breach of our obligations in respect of your personal information and how we will deal with such a complaint; and
- whether your personal information is likely to be disclosed by us to overseas entities and in which countries these entities reside.



Anti-Money Laundering and Counter Terrorism Finance (AML) laws

As the issuer of the Halal Money Account and Halal Money Visa Debit Card, we must comply with the Anti-money Laundering and Counter-terrorism Financing Act 2006 (Cth) (AML Act) and its related Regulations. There are several obligations under the AML Act which we must comply with including know your customer and certain reporting obligations. Accordingly, as part of the application process we will require evidence of who you are and where you live. As part of our legal obligations, we need to verify this information and accordingly, we check the information you provide against records maintained by the Australian Government's Document Verification System.

You must let us know as soon as possible when any of your details change.

We may need to block, delay, Freeze or refuse transactions or suspend or close your Halal Money Account and Halal Money Visa Debit Card where we reasonably consider that a transaction is fraudulent or in breach of the AML Act or where we have concerns regarding your money laundering or terrorism financing risk. We must block the Halal Money Account and Halal Money Visa Debit Card until we 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 Frozen the Halal Money Visa Debit Card and Halal Money Account. However, in some cases our legal obligations will stop us from being able to tell you and failing to inform you of the reasons will not be a breach by us of these Terms.

