



# Kit Card and Account Financial Services Guide (FSG)

*Version – 30 June 2025*

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## **PART A – HAY FSG**

### **1. About Part A - Hay FSG**

The Hay FSG is prepared by Hay. Under its AFS Licence, Hay is authorised to provide financial services including providing general advice and issuing non-cash payment products.

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

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

As an AFS Licence holder, Hay is required to hold client monies with an approved Authorised Deposit-taking Institution.

Hay holds the client monies operated by the Kit Card and Kit Account with Commonwealth Bank of Australia

It is important for you to know that Hay is not a bank and Hay's Debit cards and accounts are not protected under the financial claims scheme.

### **2. Important information**

This Hay FSG is designed to assist you in making an informed decision about whether to use Hay's financial services. It contains important information about:

- The financial services we provide and documents you may receive from Hay;
- fees and other benefits Hay may receive for providing the financial services to you; and
- how you can make a complaint to Hay and how Hay will deal with your complaint.

### **3. Documents you may receive**

You will receive this document at the time Hay thinks that Hay may provide you with a financial service.

You will also be provided with the Product Disclosure Statement (**PDS**) before you sign up to the Kit Account and Card issued by Hay. The PDS will provide you with information about the product, its features, benefits, risks, costs and other relevant information, available at [www.heykit.com.au/legal](http://www.heykit.com.au/legal)

The product(s) are governed by the Kit Card and Account Terms and Conditions General Terms and Privacy Policy available at [www.heykit.com.au/legal](http://www.heykit.com.au/legal) and [www.hellohay.co/privacy](http://www.hellohay.co/privacy)

You should read the Product Terms and Privacy Policy before you decide to obtain The Kit Account and Card issued by Hay.

### **4. After reading the Hay FSG, you will know:**

- Who Hay is and how to contact Hay;
- What financial services can be provided to you and how these services will be provided to you;
- How Hay (and any other relevant persons) may be remunerated;
- Whether any relevant associations or relationships exist that may influence Hay's general advice;



- How Hay maintains your personal information; and
- How to access Hay's internal and external complaints handling arrangements.

The content of the Hay FSG is general information only and does not consider any person's particular needs or objectives. Hay provides no warranty as to the suitability, for any person, of the services outlined in this FSG.

If you need any more information than is contained in this document, please contact Hay. You have the right to ask about our charges, the type of advice Hay will provide you, and what you can do if you have a complaint about Hay's services.

## **5. About the Issuer, Hay**

Hay is an Australian Financial Services Licensee, Licence No. 515459. Hay is authorised under its AFS Licence to issue, and provide general financial product advice on, the Kit Card and Kit Account (and other non-cash payment products).

Hay can be contacted via:

Email: [product@hay.co](mailto:product@hay.co)

Mail: Hay, P.O. Box 772, Surry Hills, NSW 2010

## **6. Financial services Hay can provide**

Hay is authorised to provide general advice about and deal in non-cash payment products.

Hay is the issuer of its own products.

## **7. What commissions, fees or other benefits are received?**

Hay does not receive any commissions from CBA New Digital Businesses Pty Ltd ABN 38 633 072 830 (CBA NDB) when you open a Kit Card and Account.

## **8. Associations and Relationships**

Hay does not have any associations/relationships which could influence the financial services provided.

## **9. What should you do if you have a complaint?**

If you have a complaint or dispute relating to Hay's product(s) or the financial services Hay has provided to you as the Issuer of the Kit Card and Account, please follow the below procedure:

Contact Kit in the first instance through:

- The Kit app
- Email – [support@heykit.com.au](mailto:support@heykit.com.au)

Please provide a full explanation of your complaint. Kit may request further details from you about the complaint.



Kit will seek to resolve the complaint immediately, or by no later than 30 calendar days after receiving your complaint.

If you are still not satisfied with the decision you can contact Hay's external dispute resolution provider, Australian Financial Complaints Authority (AFCA). 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

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

## 10. Compensation Arrangements

Hay holds professional indemnity insurance, which covers the financial services Hay is authorised to provide to you. This professional indemnity insurance satisfies the requirements of section 912B of the Corporations Act 2001 (Cth).

## 11. Privacy Statement

We are 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:

Hay Limited – Privacy Officer

E: [privacy@hay.co](mailto:privacy@hay.co)

P: 1800 592 323

M: PO Box 772, Surry Hills NSW 2010

## 12. How to contact Hay

You can contact Hay via:

- Email: [support@hellohay.co](mailto:support@hellohay.co)
- Mail: Hay, P.O. Box 772, Surry Hills, NSW 2010



## Part B – CBA NDB Authorised Representative FSG

### 1. About Part B – CBA NDB Authorised Representative FSG

CBA New Digital Businesses Pty Ltd ABN 38 633 072 830 (CBA NDB) trading as Hey Kit has been appointed by Hay Limited ABN 34 629 037 403 (Hay) as an authorised representative under Hay's Australian Financial Services Licence No. 515459 (AFS Licence) in respect of the Kit Account and Kit Card products issued by Hay.

The distribution of this CBA NDB Authorised Representative FSG has been authorised by Hay.

### 2. Important information

This CBA NDB Authorised Representative FSG is designed to assist you in making an informed decision about whether to use financial services provided by CBA NDB as described in this FSG. It contains important information about:

- The financial services CBA NDB provides and the documents you may receive from CBA NDB;
- Remuneration and other benefits CBA NDB may receive for providing the financial services to you; and
- How you can make a complaint to CBA NDB and how CBA NDB will deal with your complaint.

### 3. Documents you may receive

You will receive this CBA NDB Authorised Representative FSG at the time CBA NDB thinks that CBA NDB may provide you with a financial service.

You will also be provided with a Product Disclosure Statement (**PDS**) for the Kit Account and Kit Card before you sign up to those products. The PDS will provide you with information about the Kit Account and Kit Card products, their features, benefits, risks, costs and other relevant information, available at [www.heykit.com.au/legal](http://www.heykit.com.au/legal)

The Kit Account and Kit Card products are governed by Product Terms and Conditions which are available, and the CBA NDB Privacy Policy is available at [www.heykit.com.au/legal](http://www.heykit.com.au/legal)

You should read the Product Terms and Conditions and Privacy Policy before you decide to obtain the Kit Account and Kit Card products.

### 4. After reading this CBA NDB Authorised Representative FSG, you will know:

- Who CBA NDB is and how to contact CBA NDB;
- What financial services can be provided to you and how these services will be provided to you;
- How CBA NDB (and any other relevant persons) may be remunerated;
- Whether any relevant associations or relationships exist that may influence the financial services provided by CBA NDB;
- How CBA NDB maintains your personal information; and



- How to access CBA NDB's internal and external complaints handling arrangements.

The content of this CBA NDB Authorised Representative FSG is general information only and does not consider any person's particular needs or objectives. CBA NDB provides no warranty as to the suitability, for any person, of the services outlined in this CBA NDB Authorised Representative FSG.

If you need any more information than is contained in this document, please contact CBA NDB. You have the right to ask CBA NDB about charges, the type of advice CBA NDB will provide you, and what you can do if you have a complaint about CBA NDB's services.

## 5. About the Issuer, Hay

Hay is an Australian Financial Services Licensee, Licence No. 515459. Hay is authorised under its AFS Licence to issue, and provide general financial product advice on, the Kit Card and Kit Account (and other non-cash payment products).

Hay can be contacted via:

- Email: [support@hellohay.co](mailto:support@hellohay.co)
- Mail: Hay, P.O. Box 772, Surry Hills, NSW 2010

## 6. What kinds of financial products and services can CBA NDB provide?

The Kit Card and Kit Account are facilities for making non-cash payments and, as such, are financial products. They are issued by Hay under the Hay AFS Licence.

As an authorised representative of Hay, CBA NDB is authorised by Hay under the Hay AFS Licence:

- to provide general financial product advice (including through publishing promotional materials); and
- to deal in (by arranging for the issue of), the Kit Account and Kit Card to retail clients.

Hay acts on its own behalf when CBA NDB provides financial services as an authorised representative of Hay.

CBA NDB is not authorised to provide (and Hay itself does not provide) personal advice about financial products. Personal advice is advice when your objectives, financial situation or needs have been or would be expected to be considered. This means that CBA NDB will not take your objectives, financial situation or needs into account whenever it gives general advice (including through providing promotional material) about the Kit Card and Kit Account.

It is your responsibility to decide whether any general financial product advice given by CBA NDB (including in its promotional material) is suitable for you, or to get personal advice from a financial adviser who holds an Australian Financial Services Licence or who is an authorised representative of an Australian Financial Services Licence and who is authorised to provide personal advice.

CBA NDB can only provide general advice on non-cash payment products (i.e. the Kit Account and Kit Card products). CBA NDB cannot advise you on, or influence you in favour of, a financial product that is not a product that CBA NDB is authorised to provide advice on.

A Product Disclosure Statement will be provided to you.

Before or at the time you are offered the Kit Card and Kit Account, Hay or CBA NDB will provide you with, or explain how to access, a PDS for the Kit Card and Kit Account. The [PDS](#) contains information about the costs, benefits, risks and other features of the Kit Card and Kit Account. You should read this information to enable you to make an informed decision prior to acquiring the Kit Card and Kit Account.



A Target Market Determination (TMD) will be made available at [www.heykit.com.au/legal](http://www.heykit.com.au/legal). You should consider the TMD prior to deciding with respect to the Kit Card and Kit Account.

#### Can I provide CBA NDB with instructions?

You may provide CBA NDB with specific instructions by email or other means (as agreed with CBA NDB).

#### Disclosure of any relevant conflicts of interest

Hay and CBA NDB are not related entities. CBA NDB does not have any relationships or associations that might influence it in providing you with its services. CBA NDB is a wholly owned but non-guaranteed subsidiary of Commonwealth Bank of Australia ABN 48 123 123 124 (CBA) (see Associations and Relationships section 9 below).

### **7. How you can provide instructions to CBA NDB**

You can contact us through:

- The Kit App; or
- Emailing [support@heykit.com.au](mailto:support@heykit.com.au)

### **8. What remuneration, commissions, fees, or other benefits are received?**

CBA NDB receive fees and charges as set out in section 10 of the PDS. [www.heykit.com.au/legal](http://www.heykit.com.au/legal).

CBA NDB staff are remunerated by salary. The amount of salary varies according to the staff member's position within the bank.

CBA NDB receives a benefit from the Commonwealth Bank of Australia in the form of a reimbursement of membership fees that would otherwise be received from customers who have acquired a fee-free Kit Account via the CommBank Yello loyalty program.

The amount of this benefit is calculated based on the number of Kit Accounts acquired through CBA NDB's participation in the CommBank Yello loyalty program, details of which are available on [www.heykit.com.au/legal](http://www.heykit.com.au/legal).

You may request particulars of the remuneration, commissions, fees or other benefits received by contacting us at: [support@heykit.com.au](mailto:support@heykit.com.au).

### **9. Associations and Relationships**

CBA NDB does not have any associations/relationships which could influence the financial services provided. CBA NDB is a wholly owned but non-guaranteed subsidiary of the Commonwealth Bank of Australia ABN 48 123 123 124 (CBA). CBA NDB is not an Authorised Deposit-taking Institution for the purposes of the Banking Act 1959 and its obligations do not represent deposits or other liabilities of CBA or its subsidiaries, and therefore you may be exposed to investment risk including possible delays in repayment and loss of income and principal invested, as relevant.

### **10. What should you do if you have a complaint?**





If you have a complaint relating to the Kit Card, Account, or app, please follow the below procedure:

Contact Kit in the first instance through:

- The Kit app;
- Email: [support@heykit.com.au](mailto:support@heykit.com.au)
- Contact us on our website, [www.heykit.com.au](http://www.heykit.com.au)

Please provide a full explanation of your complaint. We may request further details from you about the complaint. Kit will acknowledge that we have received your complaint within 1 business day.

Kit will seek to resolve the complaint immediately, or by no later than 30 calendar days after receiving your complaint, if we can't complete our investigation within 30 calendar days, we'll let you know why. Where required we will provide the outcome to your complaint to you in writing to your nominated email.

### *Escalations*

If you are still not satisfied with the decision or your complaint has not had a response within 30 days after you make the initial complaint to Kit, you can contact the financial services external dispute resolution provider, 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's details are:

Australian Financial Complaints Authority

Website: [afca.org.au](http://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

## **11. Compensation Arrangements**

Hay as the AFS Licensee holds professional indemnity insurance, which covers the financial services CBA NDB is authorised to provide to you. This professional indemnity insurance satisfies the requirements of section 912B of the Corporations Act 2001 (Cth).

## **12. How to contact CBA NDB**

You can contact CBA NDB via email at [feedback@x15.com.au](mailto:feedback@x15.com.au)