



Product Disclosure Statement **Zimble Prepaid Card**

Dated 05/09/2020

1. ABOUT THIS PRODUCT DISCLOSURE STATEMENT

This Product Disclosure Statement (“PDS”) contains important information about the Zimble Pte Ltd Prepaid Card (“Prepaid Card”) and its associated features, benefits, risks and fees. It also includes the terms and conditions that govern the use of the Prepaid Card. The purpose of this document is to assist the Parent to decide whether or not to acquire the Prepaid Card and enable the subsequent use of the Prepaid Card by the Cardholder.

By registering and applying for a Prepaid Card, the Parent undertakes to ensure that the Cardholder abides by the terms and conditions set out in this PDS. This PDS should therefore be read carefully, together with the PDS for the Parent Wallet.

This PDS applies to:

- all transactions initiated by the Cardholder through an eftpos Device by the combined use of the Prepaid Card and a Personal Identification Number (“Password”); and
- all other transactions (including telephone and internet transactions) effected with the use of the Prepaid Card.

2. GENERAL DESCRIPTION OF THE PREPAID CARD

The Prepaid Card is a Reloadable prepaid card. The Prepaid Card allows purchases and payments to be made wherever prepaid cards are accepted (subject to individual merchants’ discretion), as long as:

- there is sufficient Value available on the Prepaid Card to cover the amount of the transaction and any applicable fees and charges;
- the Expiry Date has not been reached; and
- The Prepaid Card has not been suspended or cancelled.

The Prepaid Card is not a credit card and it is not linked to any separate account. The Prepaid Card cannot be used to withdraw cash from eftpos Devices. It can be used to withdraw cash outside of Singapore only at ATMs where the Parent has allowed the Cardholder to have access to this functionality. ATM cash withdrawal limits can be set by the Parent through the Zimble App.



3. PREPAID CARD

“MatchMove” refers to MatchMove Pay Pte Ltd, the issuer of Wallet or Responsible Financial Institution (“FI”) holding a Major Payment Institution License issued by the Monetary Authority of Singapore (“MAS”), together with its employees, directors, affiliates, successors, and assigns. MatchMove Pay Pte Ltd (CRN: 200902936w) is a company duly established and operating under the laws of Singapore, has its registered office at 137 Telok Ayer Street, #0303, Singapore 068602. (“MatchMove”). Zimble is a third party agent of MatchMove and has partnered with MatchMove to distribute a Prepaid Card to a Parent for use by their Child (“Cardholder”) as nominated on the Zimble Website or in the Zimble App.

The Prepaid Card is held in the name of the Cardholder. A Parent is not permitted to also be a Cardholder. A Prepaid Card will only be issued to a Child up to age 18 at the time that the Parent nominates the Child to be a Cardholder, via the Zimble Website or Zimble App.

The Parent acknowledges that the Parent will be liable for all Electronic Transactions performed by the Cardholder using the Prepaid Card. When the Parent provides a Prepaid Card to the Cardholder:

- the Parent will be liable (in the first instance) for any failure by the Cardholder to comply with any of the terms and conditions that are set out in this PDS;
- the Parent authorises MatchMove and Zimble to give to the Cardholder information about the Prepaid Card for the purposes of their use of the Prepaid Card (including transactional information); and
- if the Cardholder does not comply with the terms and conditions set out in this PDS, then the Parent will be in breach of these terms and conditions.

In accordance with the PDS for the Parent Wallet, the Parent will arrange for amounts to be transferred through the Zimble App to the Prepaid Card, or via a Contribution Link. The total Value that the Parent may load onto the Prepaid Card at any one time cannot exceed the Prepaid Card Limit.

On expiry or cancellation of the Prepaid Card in accordance with this PDS, Zimble will arrange for any remaining Value on the Prepaid Card to be transferred to the Parent. The Cardholder and the Parent both acknowledge and agree that in such circumstances, neither Zimble nor MatchMove will arrange for any remaining Value to be transferred to the Cardholder.



The Prepaid Card may be cancelled by the Parent at any time. A Cardholder cannot transfer amounts to or from the Prepaid Card (except by purchases in accordance with this PDS, or by accessing the Parent Wallet using the Zimble App, as set out in the PDS for the Parent Wallet).

4. PREPAID CARD DISTRIBUTOR

Zimble is the distributor and promoter of the Prepaid Card. Zimble is responsible for promoting and distributing the Prepaid Card to the Parent (for the Parent to provide the Prepaid Card to the Cardholder), promoting and distributing the Parent Wallet (for the Parent to load Value onto the Prepaid Card), providing the Zimble App and the Zimble Website and providing certain Cardholder services to the Parent and the Cardholder. These services include arranging for a replacement Prepaid Card to be issued to the Parent in accordance with the terms set out in this PDS, providing lost and stolen services and assisting the Parent and the Cardholder with any queries they may have regarding the Prepaid Card.

Zimble is not the issuer of the Prepaid Card and does not have authority to:

- tell you anything about the Prepaid Card that is inconsistent with this PDS;
- give you financial product advice about the Prepaid Card (that is, a recommendation or statement of opinion intended or that could be reasonably regarded as being intended to influence you in making a decision);
- do anything else on MatchMove's behalf, other than arranging for the issue of the Prepaid Card (including marketing and distributing the Prepaid Card) and providing customer services for the Prepaid Card.

5. PREPAID CARD ISSUER

The issuer of the Prepaid Card is MatchMove. MatchMove Pay Pte Ltd, is the holder of a Major Payment Institution License issued by the Monetary Authority of Singapore ("MAS"), together with its employees, directors, affiliates, successors, and assigns. MatchMove Pay Pte Ltd (CRN: 200902936w) is a company duly established and operating under the laws of Singapore, has its registered office at 137 Telok Ayer Street, #0303, Singapore 068602.

By acquiring a Prepaid Card, the Parent is entering into a contract with MatchMove. MatchMove is responsible for affecting settlement of all transactions that may arise as a result of the use of the Prepaid Card.



6. KEY BENEFITS OF THE PREPAID CARD

The Key benefits of the Prepaid Card are that:

- the Prepaid Card can be used to buy goods and services from merchants in Singapore and around the world who accept prepaid cards;
- the Prepaid Card information can be used on the internet or telephone to make a transaction;
- the Prepaid Card accesses the Value that is loaded (added) onto the Prepaid Card. It is not a credit card. The Cardholder can only spend up to the Value of cleared funds stored on the Prepaid Card;

7. KEY RISKS OF THE PREPAID CARD

The key risks associated with the Prepaid Card include:

- the Prepaid Card not having sufficient Value on it to cover a payment;
- circumstances beyond our reasonable control preventing a transaction from being processed;
- merchants may, at their discretion, refuse to accept the Prepaid Card or a Digital Wallet as a method of payment. The Cardholder should always check with the merchant that it will accept the Prepaid Card or Digital Wallet before purchasing any goods or services;
- the Parent may cancel the Prepaid Card at any time and in such circumstances any Value remaining on the Prepaid Card will be returned to the Parent;

8. OTHER IMPORTANT INFORMATION

We have not taken into account your individual circumstances or needs and you should get your own independent tax advice in relation to the impact the use of the Prepaid Card may have on your personal tax liability.

The Prepaid Card is not a debit card or credit card and the Value on the Card is not a bank deposit. MatchMove will hold funds that are stored on the Prepaid Card in various accounts that it owns and controls. In no circumstance will you earn interest on any Value that is stored on the Prepaid Card.

9. QUERIES AND COMPLAINTS

If you or the Cardholder believe a transaction is wrong or unauthorised or the transaction history contains any instances of unauthorised use or errors, you must immediately notify Zimble and provide Zimble with the following:



- the name and address and Prepaid Card number;
- details of the transaction or the error considered to be wrong or unauthorised;
- the dollar amount and an explanation as to why the transaction is believed to be an unauthorised transaction or an error;

Accordingly, Zimble's ability to investigate a disputed transaction is limited to the time frames imposed pursuant to the Mastercard scheme rules. The time frames vary so it is important that you or the Cardholder notify Zimble as soon as possible after becoming aware of a disputed transaction.

Within 21 days of receiving your complaint or further instructions from you, you will be contacted and advised:

- of the results of the investigation; or
- that additional time (not usually exceeding 24 days) is needed to complete the investigation
- a dispute processing may apply.

10. USING THE PREPAID CARD

The Prepaid Card is a Reloadable prepaid card.

When using the Prepaid Card to complete an Electronic Transaction, press the "CR" button on the relevant terminal. If the Cardholder presses the "SAV" or "CHQ" button, the transaction may be declined. If a Prepaid Card has been added to a Digital Wallet, an Electronic Transaction may also be effected by use of that Digital Wallet.

MatchMove will debit (deduct) against the Value any transaction the Cardholder authorises using the Prepaid Card.

MatchMove will (in the first instance) consider a transaction as having been authorised by the Cardholder when:

- the Cardholder conducts an Electronic Transaction;
- the Prepaid Card is used to conduct an Electronic Transaction; or
- the Prepaid Card is presented to a merchant (or someone else on behalf of a merchant) in a way acceptable to MatchMove.

11. ACTIVATING THE PREPAID CARD

On receipt of the Prepaid Card from Zimble, the Parent will be required to activate the Prepaid Card before providing it to the Cardholder.



After the Parent has applied for a Parent Wallet and Prepaid Card on the Zimble Website, the Parent will receive in the mail the physical Prepaid Card. The last four digits of the Prepaid Card number will be required to be entered into the Zimble App in order to activate the Prepaid Card.

To activate the Prepaid Card, download the relevant Zimble App for your device and follow the prompts from the login screen to activate your Parent Wallet and Prepaid Cards. The Parent will set up a temporary Password as part of the activation process. The Cardholder will then receive an email with a link to change the password. The Cardholder can login into the app with their email and create their own password.

The Cardholder should sign the Prepaid Card as soon as it is received and before using it, as a means of preventing unauthorised use.

By activating the Prepaid Card, the Parent agrees:

- to the terms and conditions contained in this PDS;
- to be liable for the transactions made using the Prepaid Card, unless stated otherwise in this PDS; and
- to receive this PDS online.

12. SECURITY OF PASSWORD AND THE PREPAID CARD

If the Parent or Cardholder fails to safeguard the Prepaid Card, a Mobile Device or Password, this may increase the Parent's liability for unauthorised use. Zimble therefore strongly recommends that:

- the Cardholder not record their Password on the Prepaid Card or on anything with or near the Prepaid Card;
- the Cardholder not tell anyone their Password (including any family member or friend) and try to prevent anyone else from seeing the Password ;
- the Cardholder tries to prevent anyone else seeing them enter their Password into an eftpos Device;
- if the Cardholder or Parent thinks that the Cardholder's Password has become known to someone else, they must notify Zimble immediately; and
- if the Prepaid Card has been added to a Digital Wallet, the Cardholder's Device has a lock function enabled and the Cardholder does not share the unlock code with anyone.

If the Cardholder forgets their Password, the Parent is able to reset it by going to the Parent Account, selecting Child's Account (Cardholder) and Select Forgot Password in the Zimble App.



Important information to consider:

- no-one from Zimble, MatchMove or any merchant will ever ask the Cardholder for the Password, therefore, the Cardholder should never disclose it to anyone either verbally, in writing or electronically (other than entering their Password at eftpos Devices to perform transactions);
- do not access Zimble's website or that of MatchMove via an email link embedded in an email. Always access these websites directly from an internet browser;
- do not choose a Password that is easily identified with the Cardholder, e.g. their birth date, an alphabetical code which is a recognisable part of their name or car registration;
- do not choose a Password that is merely a group of repeated numbers;
- never lend the Prepaid Card to anyone else;
- never leave the Prepaid Card or unlocked Device unattended (e.g. in a car or at school);
- for security reasons, on the Expiry Date, destroy the Prepaid Card by cutting it diagonally in half;
- examine the account activity to identify and report, as soon as possible, any instances of unauthorised use;
- the Cardholder should cover their hand when entering their Password at an eftpos Device;
- the Cardholder must not allow anyone to swipe the Prepaid Card when it is not in full sight of the Cardholder;
- the Cardholder must not share their Device lock code or allow another person to register a fingerprint or facial recognition on their Device; and
- the Cardholder and Parent must maintain up-to-date anti-virus software on their computers and Devices and a firewall on their computers.

13. LOADING VALUE AND CARD LIMITS

The Cardholder is not permitted to load funds onto the Prepaid Card at any time or arrange for any other third party (other than the Parent) to load funds onto the Prepaid Card- Other family members or friends can make a payment to the cardholder via the Zimble website with parental notification.

The only way in which Value can be loaded onto a Prepaid Card is by transferring funds from the Parent Wallet using the Zimble App.

If the Parent Wallet is cancelled, it will no longer be possible to load Value onto the Prepaid Card. MatchMove or Zimble may cancel a Parent Wallet in accordance with the PDS for the Parent Wallet. The Parent may also cancel a Parent Wallet in accordance with that PDS.



The Parent Wallet is reloadable which means you may load Value onto the Parent Wallet as often as you like so long as:

- the Parent Wallet does not exceed the limits set out below;
- the load value transaction does not exceed the Maximum Load Limit (if set below the Parent Wallet Limit);
- the Expiry Date has not been reached; and
- the Parent Wallet has not been cancelled (either by you, Zimble or MatchMove).

As at the date of this PDS, a summary of the load limits that apply to the Parent Wallet is as follows:

S/No.	Particulars	Pre-Kyc	Post- KYC Customer
1	Per transaction load limit	SGD 1,000	SGD \$5,000
2	Daily load limit	SGD 1,000	SGD5,000
3	Monthly load limit	SGD 3,000	SGD5,000
4	One time spend limit	SGD 1,000	SGD 5,000
5	Daily Spend Limit	SGD 1,000	SGD5,000
6	Annual Spend Limit	SGD20,000	SGD 30,000
7	Balance / Hold limit	SGD 1,000	SGD 5,000

14. USING THE PREPAID CARD

The Prepaid Card cannot be used to make or complete a transaction that exceeds the Value that is stored on the Prepaid Card from time to time. Any attempted transaction that the Cardholder makes that is in excess of the Value stored on the Prepaid Card at that time will be rejected.

The Prepaid Card may be used as many times as desired as long as the necessary Value is available, the Expiry Date has not been reached and the Prepaid Card has not been suspended or cancelled.

When an Authorised Transaction takes place using the Prepaid Card, we will deduct the value of the Authorised Transaction from the Value. The Parent is responsible for all transactions that arise from the use of the Prepaid Card, unless this PDS says otherwise. The Cardholder must not attempt to use the Prepaid Card to make a transaction that exceeds the Value on the Prepaid Card.



A payment on any transaction that has been completed cannot be stopped. Merchants and financial institutions can impose conditions on how their payment facilities are used, including imposing limits or not allowing split payments. Merchants and financial institutions may also impose a fee or surcharge for using their payment facilities (including an ATM owner fee displayed on the ATM at the time of the transaction). These types of fees fall outside our control and are not charged by Zimble or MatchMove. We accept no responsibility for these fees.

Sometimes, there may be circumstances beyond the control of Zimble/MatchMove that prevents a transaction being processed. For example, a transaction may not process if there are problems with the communications network to which a terminal connects. We are not liable in any way when authorisation is declined for any particular transaction regardless of the reason.

The Prepaid Card must not be used for illegal purposes, including the purchase of goods or services deemed illegal by any Singapore law. The Parent and the Cardholder must not resell the Prepaid Card to any other third party.

15. DIGITAL WALLET

Subject to the terms of this PDS, a Prepaid Card can be added to a Digital Wallet on an electronic Device of the Cardholder. A Parent Wallet cannot be added to a Digital Wallet.

For security purposes, when a Prepaid Card is added to a Digital Wallet we will require the Parent to complete a verification check which may be by email or SMS to the Parent's registered details, or via Zimble. Further details are available on the Zimble Website. The Parent should ensure that we have their current contact details.

Not all merchants accept Digital Wallet transactions and we are in no way responsible for your inability to use a Digital Wallet. We are not the provider of the Digital Wallet and cannot be responsible for the way it functions or where it can be used. Any queries on how to use the Digital Wallet should be directed to the Wallet Provider. Wallet Providers may change the conditions and features of a Digital Wallet beyond our control, and you agree that the use of a Prepaid Card in a Digital Wallet is subject to any terms or conditions that may be imposed by the Wallet Provider from time to time.



16. FEES AND CHARGES

The following standard fees and charges apply.

Fees	
Zimble Fee (payable to Zimble):	\$38.50 per annum upfront fee
Cancellation Fee:	Nil
Prepaid Card Replacement Fee	\$9
Expiry Fee:	Nil
Invalid Transaction Fee:	Nil
Currency Conversion Fee:	2%
ATM Withdrawals charges outside of Singapore:	1% fee for transactions over \$100
ATM Balance Inquiry	\$1 per inquiry
Overseas Transaction Fee:	2% per transaction
Dispute Processing fee:	\$14

We may in the future introduce new fees/amend fees and we will notify you if we do this.

17. LIMITATIONS ON THE USE OF THE PREPAID CARD

The Prepaid Card is not able to be used at the following types of merchants, including but not limited to:

- Drinking places (alcohol), package stores – beer wine
- Drug stores, drug proprietors and pharmacies
- Cigar stores and stands
- Dating and escort services
- Massage parlours
- Door to door sales
- Security brokers/dealers and insurances
- Betting including lottery tickets
- Fines

The Parent may cancel the Prepaid Card at any time by contacting Zimble.



The information in this PDS is current as at the date stated at the beginning of this document. Zimble or Matchmove may change, add to or delete the terms and conditions set out in this PDS at any time.

18. PREPAID CARD EXPIRY

The Prepaid Card is valid until the Expiry Date. The Cardholder must use all available Value by the Expiry Date to ensure they receive the benefit of the Value (unless the Prepaid Card is renewed, as set out below).

Prior to the Expiry Date, Zimble will notify the Parent that, unless they advise Zimble that they do not wish to have the Prepaid Card renewed, the Cardholder will be issued with a replacement Prepaid Card. Replacements will only be issued for Prepaid Cards which are currently activated and have not been cancelled or restricted by the Parent, Zimble or MatchMove.

Before the Cardholder can use the new Prepaid Card, it will need to be activated. The Parent may be charged fees. Please see section 16 regarding Zimble fees.

If, after 6 months following the Expiry Date, Zimble (on MatchMove's behalf) has not been able to contact the Parent after reasonable enquiries have been made, in order for MatchMove to return the Value remaining on the Prepaid Card, then all funds held will be forfeited to MatchMove.

The Prepaid Card must not be used after the Expiry Date shown on it. In some circumstances the Prepaid Card may be used for purchases which are below Floor Limits and where no electronic approval is required or transactions on the Prepaid Card may be processed manually. If the Prepaid Card is used after the Expiry Date in these circumstances, then the Parent will be liable to MatchMove for the Value of any transaction as well as any reasonable costs incurred by MatchMove in collecting the amount owing.

19. CANCELLATION OF THE PREPAID CARD

The Prepaid Card always remains the property of Zimble. Zimble / MatchMove may cancel and demand the return of the Prepaid Card issued to the Cardholder at any time:

- for security reasons and to protect the remaining Value where the Prepaid Card has been or is reasonably suspected by Zimble/MatchMove to have been compromised and such compromise has been caused directly by the Cardholder or third parties; or
- if the Cardholder or the Parent breaches any conditions set out in this PDS and that breach is of a serious nature.



If these circumstances arise, Zimble will notify the Parent that the Prepaid Card has been cancelled.

The Parent may cancel the Prepaid Card at any time by contacting Zimble. Prior to the cancellation of the Prepaid Card, the Parent and the Cardholder should ensure that all Value is used to ensure that the Cardholder receives the benefit of the Value.

20. LOSS, THEFT AND UNAUTHORISED USE

Via the Zimble App

If the Password record has been lost or stolen or the Password has become known to someone else, the Cardholder must IMMEDIATELY access the Zimble App and reset their Password from the settings menu in the Zimble App.

If the Prepaid Card has been lost or stolen, or an electronic Device to which a Digital Wallet has been added has been lost or stolen or otherwise compromised, the Cardholder must IMMEDIATELY access the Zimble App, go to the lock card screen available from the settings menu and follow the prompts to lock the Prepaid Card. This will place a stop on the Prepaid Card. The Parent must also IMMEDIATELY contact Zimble to report the Prepaid Card or Mobile Device as lost or stolen.

Procedure – Prepaid Card Suspension

Zimble will use its best endeavours to contact the Parent within 72 hours from when a stop was placed on the Prepaid Card to arrange either a replacement Prepaid Card to be issued to the Parent or for the Prepaid Card to be reactivated in circumstances where it has been found. After a stop has been placed on the Prepaid Card, the Cardholder will not be able to, and the Cardholder must not attempt to, use the Prepaid Card until the Parent or Cardholder has spoken with Zimble to reactivate or replace the Prepaid Card, or where the Prepaid Card has been found, the Parent or Cardholder has reactivated the Prepaid Card via the Zimble App.

Procedure – Prepaid Card Replacement

Once a replacement Prepaid Card is issued to the Parent, the Value remaining on the lost or stolen Prepaid Card will be transferred to the new Prepaid Card less any unauthorised transactions for which the Parent is liable.

The Parent must give Zimble a reasonable time to arrange cancellation and the issue of a replacement Prepaid Card.



21. LIABILITY IN CASE THE PREPAID CARD IS LOST OR STOLEN OR IN THE CASE OF UNAUTHORISED USE

1. The Parent will not be liable for any Unauthorised Transactions:
 - a) before the Prepaid Card has been activated;
 - b) after the Prepaid Card has been reported lost or stolen;
 - c) if the Parent and Cardholder didn't contribute to any Unauthorised Transaction. Zimble/MatchMove may determine that the Parent or Cardholder contributed to an Unauthorised Transaction if that person did not exercise vigilant care in keeping the Prepaid Card or Prepaid Card information secure or if there was unreasonable delay in reporting to Zimble the loss or theft of the Prepaid Card, the compromise of the Prepaid Card information or of any Unauthorised Transactions of which the Parent or Cardholder became aware; or
 - d) if the Unauthorised Transaction was made using the Prepaid Card information without use of the actual Prepaid Card or Password and neither the Parent nor Cardholder unreasonably delayed reporting to Zimble about the loss or theft of the Prepaid Card, the compromise of the Prepaid Card information or of any Unauthorised Transactions of which either the Parent or Cardholder became aware.

2. If Zimble/MatchMove can prove on the balance of probability that the Parent or Cardholder contributed to the Unauthorised Transaction under this Section, the Parent's liability will be the lesser of:
 - a) the amount of the actual loss, if that amount is less than the value that was stored on the Prepaid Card at the time the loss occurred;
 - b) the actual loss at the time Zimble was notified of the loss or theft of the Prepaid Card; or
 - c) the Prepaid Card Limit.

3. In determining the Parent's liability under this Section:
 - a) Zimble will consider all evidence including all reasonable explanations for the Unauthorised Transaction;
 - b) the fact that a transaction was authorised with the correct Password, while significant, is not conclusive evidence that the Parent or Cardholder has contributed to the loss; and
 - c) the use or security of any information required to perform a transaction that the Parent and Cardholder are not required to keep secret (for example, the number on the front of the Prepaid Card or the Expiry Date) is not relevant to the Parent's liability.

22. PRIVACY AND INFORMATION COLLECTION



Zimble and MatchMove may collect your personal information:

- to identify you in accordance with the AML Legislation and Mastercard scheme rules;
- to provide information about a product or service;
- to consider your request for a product or service;
- to provide you with a product or service;
- to assist in arrangements with other organisations in relation to the provision of a product or service or suspend its operation until it is provided;
- to perform administrative and operational tasks (including systems development and testing, staff training, and market or customer satisfaction research);
- to prevent or investigate any fraud or crime (or a suspected fraud or crime); and
- as required by relevant laws and scheme rules.

If you do not provide some or all of the information requested, Zimble and MatchMove may be unable to provide you with a product or service.

23. CHANGES TO THIS PDS

The information in this PDS is current as at the date stated at the beginning of this document. MatchMove may change, add to or delete the terms and conditions set out in this PDS at any time.

24. PAYMENT SERVICES ACT PSN08

NOTICE TO ALL PROSPECTIVE CUSTOMERS/EXISTING CUSTOMERS

Pursuant to MAS Notice No. PSN08, We, Zimble, advise that the payment service referred to in the (offer, invitation or advertisement) will be provided by MatchMove Pay Pte Ltd, a regulated entity holding a Major Payment Institution License ("MPI") issued by the Monetary Authority of Singapore ("MAS") and not us as we are agents for MatchMove Pay Pte Ltd.