



Product Disclosure Statement **Zimble Parent Wallet**

Dated 31/08/2020.

1. ABOUT THIS PRODUCT DISCLOSURE STATEMENT

This Product Disclosure Statement (“PDS”) contains important information about the Zimble Pte. Ltd. (“Zimble”) Parent Wallet (“Parent Wallet”) and its associated features, benefits, risks and fees. It also includes information regarding the use of the Prepaid Card. The purpose of this document is to assist the parent (“you”) to decide whether or not to acquire the Parent Wallet.

The Parent Wallet and this PDS are issued by MatchMove Pay Pte Ltd holding a MAS license as a Major Payment Institution (“MatchMove”). This PDS applies to all transactions affected with the use of the Parent Wallet.

Zimble is responsible for distributing and promoting the Parent Wallet and the Prepaid Card, providing the Zimble App and Website and providing certain customer services to the Parent, additional Users (i.e. other family members or friends) and the Cardholder.

2. GENERAL DESCRIPTION OF THE PARENT WALLET

The Parent Wallet is a Reloadable Mastercard prepaid non-cash payment facility.

The Parent Wallet can be used to load Value onto a Prepaid Card.

The Parent Wallet is not a credit card and it is not attached to any separate account.

It can only be used to load Value onto a Prepaid Card.

3. PARENT RESPONSIBILITY FOR CHILD 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.



You acknowledge that you will be liable for all Electronic Transactions performed by the Cardholder using the Prepaid Card. When you provide a Prepaid Card to the Cardholder:

- you agree that you will provide the Cardholder with a copy of the PDS for the Prepaid Card and any updates MatchMove makes to that PDS from time to time that are communicated to you;
- you agree to explain the terms and conditions set out in the PDS to the Cardholder, and ensure that the Cardholder understands and agrees to abide by the PDS;
- you will be liable (in the first instance) for all transactions carried out by use of the Prepaid Card;
- you 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 the PDS for the Prepaid Card;
- you authorise 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 the PDS for the Prepaid Card, then you will be in breach of the terms and conditions of the PDS.

In accordance with this PDS, you will need to arrange for amounts to be transferred through the electronic banking system to the Parent Wallet, from which the Prepaid Card can be loaded with Value.

On expiry or cancellation of the Prepaid Card in accordance with the PDS for the Prepaid Card, Zimble will arrange for any remaining Value on the Prepaid Card to be transferred to the Parent.

5. PARENT WALLET DISTRIBUTOR

MatchMove is the issuer of the Parent Wallet. MatchMove and Zimble are not related entities.

6. PARENT WALLET ISSUER

The issuer of the Parent Wallet is MatchMove Pay Pte Ltd holding a MAS license as a Major Payment Institution ("MatchMove") By acquiring a Parent Wallet, you are 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 Parent Wallet.

7. KEY BENEFITS OF THE PARENT WALLET

The Key benefits of the Parent Wallet are that:



- the Parent Wallet can be used to load Value onto the Prepaid Card and allocate funds
- the Parent Wallet is Reloadable which means extra funds can be loaded onto it

8. KEY RISKS OF THE PARENT WALLET

The Key risks associated with the Parent Wallet include:

- The Parent Wallet cannot be used to buy goods and services from merchants in Singapore and overseas
- It can only be used to load Value onto the Prepaid Card;
- You may cancel your Parent Wallet at any time. If the Parent cancels their Parent Wallet, the Additional Parent User will no longer have access to any shared children managed by that Parent.
- The Prepaid Card will continue to be able to be used until the Value on the Prepaid Card reduces to zero.

The risks associated with the Parent Wallet and Prepaid Card may therefore be increased when you load large amounts of money onto either the Parent Wallet or Prepaid Card.

9. OTHER IMPORTANT INFORMATION

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

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

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

10. 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, MatchMove'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 MatchMove or 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.

11. ACCESSING THE PARENT WALLET

After the Parent has applied for a Parent Wallet and Prepaid Card on the Zimble App/Website, the Parent will receive in the mail the physical Prepaid Card/s. Once the Parent has at least one Prepaid Card, the Parent will be able to use the number on the Prepaid Card to access the Zimble App, and activate the Prepaid Card.

To access the Parent Wallet, download the relevant Zimble App for your device and follow the prompts from the login screen to top up your Parent Wallet and (for Parents) activate your Prepaid Cards. By registering for the Zimble App, the Parent or Additional Parent User agrees to the terms and conditions contained in this PDS;

12. SECURITY OF PASSWORD AND THE PARENT WALLET

If the Parent or Cardholder fails to safeguard the Prepaid Card, an Electronic Device or Password, this may increase the Parent's liability for unauthorised use. Zimble and MatchMove therefore strongly recommend 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; and



- if the Prepaid Card has been added to a Digital Wallet, the Cardholder's Electronic Device has a lock function enabled and the Cardholder does not share the unlock code with anyone.

If the Cardholder forgets their Password, they are able to reset it by going to the Parent Account, choose Forgot Password page in the Zimble App.

Important information to consider:

- no-one from MatchMove, Zimble 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 MatchMove's website or that of Zimble 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 Mobile 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 Electronic Device lock code or allow another person to register a fingerprint or facial recognition on their Mobile Device; and
- the Cardholder and Parent must maintain up-to-date anti-virus software on their computers and Mobile Devices and a firewall on their computers.

13. LOADING VALUE AND CARD LIMITS

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

MatchMove and Zimble reserve the right to set other transaction velocity limits as required. Refer to the FAQ page on the Zimble Website or in the Zimble App for more information on how to load Value to the Parent Wallet via the Payment Service Providers. MatchMove acts on the instructions of Zimble in allocating funds to your Parent Wallet. You are responsible for all movements of funds within the Parent Wallet, and for the loading of Value onto the Prepaid Card.

14. USING THE PARENT WALLET ON THE Zimble APP

Once Value has been loaded onto the Parent Wallet, you can allocate funds to a Child via the Zimble App. The Zimble App is owned and operated by Zimble. If you have any queries in relation to the operation of the Zimble App, or the allocation of funds to a Child, you should refer to Zimble. MatchMove is not responsible for the operation of the Zimble App, including allocation of funds to a Child.

You should refer to the Zimble Website and the Zimble App for detailed information on how funds can be allocated to a Child. A brief summary of the things you can do using the Zimble App is set out below.

You can:



- allocate funds to a Child's Zimble Prepaid card; and
- allocate funds to a Child's Tasks/Savings Goal.

By registering a Child for the Zimble App, you consent to the Child undertaking the transfers set out above, and acknowledge and agree that you are responsible for all actions of the Child in using the Zimble App.

15. FEES AND CHARGES

There are no direct fees and charges associated with the use of the Parent Wallet, other than Cancellation Fees and Expiry Fees (see below). There may be fees and charges associated with the Prepaid Card. Refer to the PDS for the Prepaid Card for more details. You will be charged a subscription fee by Zimble for using the Zimble App.

16. LIMITATIONS ON THE USE OF THE PARENT WALLET

The Parent Wallet must not be used for illegal purposes, including the purchase of goods or services deemed illegal by any Singaporean law. The Parent Wallet must not be sold to any other third party.

17. CANCELLATION OF THE PARENT WALLET

The Parent Wallet always remains the property of MatchMove.

MatchMove or Zimble may cancel the Parent Wallet at any time:

- for security reasons and to protect the remaining Value where the Parent Wallet has been or is reasonably suspected by MatchMove to have been compromised and such compromise has been caused directly by you or third parties; or
- if you breach any conditions set out in this PDS and that breach is of a serious nature.
- If these circumstances arise, Zimble will notify you that the Parent Wallet has been cancelled.
- You may cancel the Parent Wallet at any time by giving Zimble notice in writing, by telephone, via the Zimble App or via the Zimble Website. Prior to the cancellation of the Parent Wallet, you should ensure that all Value is used to ensure that you and the Cardholder receive the benefit of the Value.

18. LOSS, THEFT AND UNAUTHORISED USE

Via the Zimble App



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

19. LIABILITY IN CASE THE PARENT WALLET INFORMATION IS LOST OR STOLEN OR IN THE CASE OF UNAUTHORISED USE

1. You will not be liable for any Unauthorised Transactions:

- (a) before the Parent Wallet has been activated;
- (b) after the Parent Wallet Information has been reported lost or stolen;
- (c) if you didn't contribute to any Unauthorised Transaction. Zimble or MatchMove may determine that you contributed to an Unauthorised Transaction if you did not exercise vigilant care in keeping the Parent Wallet Information secure or if there was unreasonable delay in reporting to Zimble the loss or theft of the Parent Wallet Information, the compromise of the Parent Wallet Information or of any Unauthorised Transactions of which you became aware; or
- (d) if the Unauthorised Transaction was made using the Parent Wallet Information without use of the Password and you did not unreasonably delay reporting to Zimble about the loss or theft of the Parent Wallet Information, the compromise of the Parent Wallet Information or of any Unauthorised Transactions of which you became aware.

20. STATEMENT OF TRANSACTION HISTORY

You may check the Value that is on the Parent Wallet and the Parent Wallet transaction history, 24 hours a day, 7 days a week, by visiting the Zimble App. You should regularly review the transaction history in order to identify any unauthorised transactions.

21. PRIVACY AND INFORMATION COLLECTION

MatchMove and Zimble 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.

22. 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.

23. 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.