



Financial Services Guide

Dated: 21 October 2020

ESC Operations Pty Ltd (Upstreet)

ACN 635 424 538 AR 1283677

Unit 9, 49 – 51 Roscoe Street
Bondi Beach NSW 2026

upstreet.co

1300 004 256

support@upstreet.co

About this guide

It is important that you read this Financial Services Guide (FSG). It contains information to help you decide whether to use any of the financial services offered by ESC Operations Pty Ltd ACN 635 424 538 AR 1283677 (**Upstreet, we, our, us**) including:

- (a) who we are and how to contact us
- (b) the products and services we provide
- (c) how we are paid and who pays us
- (d) how we maintain your personal information, and
- (e) how you can access our complaints handling arrangements.

If you would like further information, please ask us.

About Upstreet

Upstreet is the founder and promoter of the Upstreet Fund, a rewards program and investment fund made available on the Upstreet mobile application.

You can contact Upstreet at:

Phone: 1300 004 256

Post: Unit 9, 49 – 51 Roscoe Street
Bondi Beach NSW 2026

Email: support@upstreet.co

Website: upstreet.co

The Upstreet rewards program is a contractual arrangement where partner companies (**Partners**) may offer to rebate part of the purchase price of eligible purchases for a Upstreet member and to invest the value of that rebate in the Upstreet Fund (**Rewards Offer**).

An up-to-date list of Partners, and the terms of their current Rewards Offers, are available at upstreet.co.

Upstreet Fund ARSN 643 467 798 is a managed investment scheme registered with the Australian Securities and Investments Commission. It's managed by Cache Investment Management Pty Ltd (described below) and interests in Upstreet Fund are issued by a licensed professional trustee company.

The products and services we provide

We are authorised to provide various financial services to retail and wholesale clients, including:

Dealing in a financial product

- (a) by applying for, acquiring, varying or disposing of various financial products on behalf of another person, including in respect of deposit and payment products, managed investment products and securities.

Provide general advice

- (b) by providing general advice in relation to deposit and payment products, managed investment products and securities.

As we provide general advice, which isn't tailored to your personal circumstances or financial requirements, you should consider whether it's appropriate for you and obtain independent financial advice before making any investment decision.

About our licensee

We are an authorised representative of Cache Investment Management Pty Ltd ACN 624 306 430 AFSL 514 360 (**Cache**), who is an Australian financial services licensee.

We are authorised to provide financial services on Cache's behalf in relation to basic deposit products, securities and interests in managed investment schemes (such as the Upstreet Fund).

You can contact Cache at:

Phone: 1300 122 243

Post: 2/6 James Street, Manly NSW 2095

Email: hello@cacheinvest.com.au

Website: www.cacheinvest.com.au

Cache is responsible for those financial services provided by Upstreet as its authorised representative and has authorised Cache to distribute this FSG. Cache and Upstreet are not related entities.

Product disclosure statements

When we provide information to you about our financial products, we'll give you a product disclosure statement (**PDS**) or other disclosure document in relation to those products. These documents contain important information about our financial products, including their key benefits, risks, features and fees.

They will help you make an informed decision about our products, so read the relevant PDS or disclosure documents carefully.

You can download a copy of the PDS for any of our financial products from upstreet.co.

How to give us instructions

You can contact us directly with any instructions relating to our financial products. This includes giving us instructions electronically (including via the Upstreet mobile application), by phone or in writing. We will need to be satisfied that we have verified your identity before proceeding.

Digital

We are a fully digital company and we will communicate with you about our products and services in digital form (where possible). By asking us to provide financial services to you (including by applying for a financial product), you agree to receive communications in digital form only.

How we're paid

If you decide to invest in a product we offer, we will receive fees for managing that product.

Upstreet Rewards Program

Upstreet is remunerated by its Partners for making Rewards Offers available to you. We get paid each time you receive a reward under the Upstreet rewards program, and we share some of those revenues with Cache.

The amount we charge to Partners will vary from one Reward Offer to another and will generally depend on commercial matters such as the value of an eligible transaction and the number of participants in the Rewards Offer.

By way of example:

- (a) a Partner may agree to pay Upstreet a fee of 5% of the aggregate value of eligible transactions made under a Reward Offer (or \$5 per every \$100 spent); or
- (b) a Partner may agree to pay Upstreet a fixed fee of \$50 per eligible transaction made under a Reward Offer.

If you would like further information about our revenues, please ask us.

Upstreet Fund

We do not charge any fees or commissions paid in respect of an active investment in the Upstreet Fund because Upstreet is remunerated by its Partners (described above).

To discourage dormant accounts, Cache charges a small fee on accounts after 6 months of inactivity. Please see the [PDS](#) for the Upstreet Fund at upstreet.co for details on the inactivity fee.

The portion of Cache's fees received by Upstreet will vary depending on the scale of the product. Please let us know if you would like further particulars.

Staff remuneration

Our staff receive a salary plus superannuation, and may receive bonuses, shares or options in Upstreet and other benefits from time to time.

No commissions

We do not pay commission to any staff or other third parties, such as financial advisers.

Professional indemnity insurance

We have professional indemnity insurance, which provides cover for claims by retail clients that relate to the financial services that we and our representatives provide. This satisfies the compensation arrangements required under section 912B of the *Corporations Act 2001* (Cth). We are also covered for claims against former representatives while they acted on our behalf. You do not have a direct right to claim under this insurance.

Your privacy

We're committed to respecting your privacy. The *Privacy Act 1988* (Cth) regulates how we handle your personal information, including how we collect, disclose and secure it.

In general, we collect your personal information to provide the products and services you request, and efficiently manage and administer those products and services. We may also use your information to provide information about other products and services that we think might interest you and to comply with legislative and regulatory requirements, prevent fraud, crime or other activity that may cause harm in relation to our products or services, and help us run our business.

Your personal information may be provided confidentially to external service providers, including the custodian, auditors, taxation advisers, legal advisers and information technology consultants. It may also be provided to our related companies to assist us with functions relating to managing your account.

Additionally, your personal information will be disclosed if required by law to do so. You have the right not to provide us with any personal information. However, we may not be able to provide the product or services you request.

For more information about how we handle your personal information, how you can access, correct and update your personal information and how we manage privacy related complaints, refer to our Privacy Policy available at upstreet.co.

If you would like a link to a digital copy, please email us at support@upstreet.co and we will send you a copy free of charge.

How we deal with complaints

We want to ensure you have a good experience with us. If you are dissatisfied or have a complaint, please contact us at support@upstreet.co or 1300 004 256.

We'll acknowledge your complaint within 1 working days and aim to resolve your complaint within 45 days.

If you're not satisfied with our response, you can contact the Australian Financial Complaints Authority (**AFCA**) (an independent and free dispute resolution body). Before AFCA can investigate the matter, you must have first given us the opportunity to review it.

The contact details for AFCA are:

Australian Financial Complaints Authority

Telephone: 1800 931 678 (free call)

Post: GPO Box 3 Melbourne VIC 3001

Email: info@afca.org.au

Website: afca.org.au