



**Mozo Pty Ltd (“Mozo”)
Financial Services and Credit Guide**

Australian Financial Services and Credit Licence No: 328141

Date prepared: 28 October 2022

What is the purpose of this Financial Services Guide?

This Financial Services and Credit Guide (“**FSG**”) is prepared by Mozo to give you sufficient information to assist you in deciding on whether you wish to use the financial services which Mozo provides. This FSG should be read prior to utilising Mozo’s financial services.

To assist you in making a decision on whether you wish to use Mozo’s services, in this FSG we outline:

- Who we are
- How you can contact Mozo
- The financial services Mozo is authorised to provide under its financial services licence
- Are there any relationships that exist that may influence us when we provide advice?
- The remuneration and commission we will receive if you use our services
- Will anyone be paid for referring me to you?
- Are we adequately insured?
- Details of our Dispute Resolution Procedures if you wish to make a complaint

Who we are?

Mozo is a financial comparison service that allows retail consumers to research and compare factual information on a wide range of financial products. Mozo operates its business via its website and phone based service which allows consumers access to this factual information. Mozo holds an Australian Financial Services and Credit Licence No 328141 that authorises Mozo to operate its financial comparison service.

Mozo also makes its financial comparison service and factual information available via third party websites.

How you can contact Mozo?

Address:
Mozo Pty Ltd
Level 10
89 York St
Sydney NSW 2000

Email: hello@mozo.com.au
Website: www.mozo.com.au

What Financial Services is Mozo authorised to provide under its financial services licence?

Under the Corporations Act 2001 and National Consumer Credit Protection Act 2009, an Australian Financial Services Licence ("**AFSL**") and Australian Credit Licence ("**ACL**") is required to be authorised to provide advice on certain financial and credit products. Mozo has obtained an AFSL and ACL so that we can offer you advice on these financial products.

Note that the advice provided by Mozo is "general advice" only. It does not constitute "personal advice", as it does not take into account one or more of your financial objectives, circumstances or needs. We are obliged to warn you that our general advice provided to you does not take account of your objectives, financial situation or needs. Therefore, we recommend that you ensure that you obtain advice from a licensed professional regarding the suitability for your own circumstances, of utilising our products and services.

As part of Mozo's ACL Mozo makes available factual information that is sourced from credit providers. If Mozo refers you to a credit provider or provider of credit assistance you will be dealing directly with them and not Mozo.

Specifically, the authorisation under Mozo's AFSL is as follows:

Mozo is licensed as an Australian Financial Services Licensee pursuant to section 913B of the Corporations Act 2001, to carry on a financial services business to:

(a) provide general financial product advice for the following classes of financial products:

(i) deposit and payment products including:

(A) basic deposit products;

(B) deposit products other than basic deposit products;

(C) non-cash payment products; and

(ii) general insurance products; and

(iii) life products limited to:

(A) life risk insurance products as well as any products issued by a Registered Life Insurance Company that are backed by one or more of its statutory funds limited; and

(iv) securities;

(v) standard margin lending facility; and

(b) deal in a financial product by:

(i) applying for, acquiring, varying or disposing of a financial product on behalf of another person in respect of the following classes of products:

(A) deposit and payment products including:

(1) basic deposit products;

(2) deposit products other than basic deposit products;

(3) non-cash payment products; and

(B) general insurance products;

(C) life products limited to:

(1) life risk insurance products as well as any products issued by a Registered Life Insurance Company that are backed by one or more of its statutory funds;

*(D) securities; and
(E) standard margin lending facility;
to retail and wholesale clients.*

Specifically, the authorisation under Mozo's ACL is as follows:

- (a) Engage in credit activities other than as a credit provider by:*
- (i) providing a credit service where the licensee is not or will not be:*
 - (A) where the service relates to a credit contract or proposed credit contract - the credit provider under the contract; or*
 - (B) where the service relates to a consumer lease or proposed consumer lease - the lessor; and/or*
 - (ii) performing the obligations or exercising the rights of a credit provider in relation to a credit contract or proposed credit contract under which the licensee is not or will not be the credit provider; and/or*
 - (iii) performing the obligations or exercising the rights of a mortgagee in relation to a mortgage or proposed mortgage that secures or will secure obligations under a credit contract under which the licensee is not the credit provider; and/or*
 - (iv) performing the obligations or exercising the rights of a beneficiary under a guarantee or proposed guarantee that guarantees obligations under a credit contract under which the licensee is not the credit provider; and/or*
 - (v) performing the obligations or exercising the rights of a lessor in relation to a consumer lease or proposed consumer lease where the licensee is not or will not be the lessor*

Are there any relationships that exist that may influence us when we provide advice?

Mozo (including employees) does not have any associations or relationships with product issuers that might reasonably be expected to be capable of influencing the advice Mozo presents other than those described in this FSG.

What remuneration or commission will we receive if you use our services?

Mozo may receive fees or commissions from the financial institutions, issuers of financial or credit products and third party advice providers that we display on our site and other 3rd parties for the following activities:

- Fees for market research or data and helping 3rd parties use the data collected
- Licensing and hosting fees for content such as financial calculators and other tools
- Advertising fees for product advertisements based on a Cost per impression, Cost per click or Fixed fee
- Licensing fees for the use of badges awarded in Mozo's Expert's Choice and other awards programs
- Fees for referrals to product issuers on the following basis
 - Cost per click when a person clicks through to a product issuer's or third party advice provider's website from Mozo
 - Cost per application when a person completes an application for a product issuer's product after being referred from Mozo
 - Cost per approved account when a person completes and are approved for a product issuer's product after being referred from Mozo

- Cost per lead when a person clicks through to a product issuer's or third party advice provider's website and submits his or her contact details, or request that Mozo passes on his or her contact details to a product issuer or third party advice provider
- Commission share on enquiries referred to product issuers or third party advice providers

The rates of the fees and commissions that Mozo receives vary between financial institutions, product issuers and third parties. It is important to note that:

- The fee or commission received by Mozo does not change the product you receive, or the fees, rates or commissions you are charged by the financial institutions or providers of financial products
- We provide our services free to you

The amount of fees and commissions we receive will vary greatly due to the large number of providers and products we represent on the site, so will depend on the specific products which you choose.

Mozo staff and contractors are remunerated directly by Mozo and not in any way by other financial institutions or providers of financial products.

Other than as set out in this FSG, Mozo does not have any association or relationship with the financial institutions and providers of financial products that we display on our website.

You can request further information on our commissions and remuneration by contacting us on compliance@mozo.com.au

Lack of Independence

Mozo is not independent, impartial or unbiased because we receive commissions for products and third party advice displayed on our website.

Will anyone be paid for referring me to you?

Mozo may pay fees to third party websites for referrals to the Mozo website.

Are we adequately insured?

Mozo is covered by professional indemnity insurance that satisfies the requirements of the Corporations Act for compensation arrangements. Our insurance covers claims in relation to the conduct of representatives in respect of events occurring during their representations and employees who no longer work for Mozo in respect of events occurring during their employment.

What should I do if I have a complaint or dispute?

Mozo takes your complaints seriously, and is committed to trying to resolve them as quickly as possible.

To assist you in any complaints or disputes, we have:

- Established internal dispute resolution procedures. Our Internal Dispute Resolution policy is publicly available through our website: mozo.com.au/internal-dispute-resolution
- Become a member of the Australian Financial Complaints Authority, which allows you an external source of assistance if you are not satisfied with our resolution

If you wish to make a complaint about our services, in the first instance please email us at nothappy@mozo.com.au

The Mozo team will respond to your complaint and seek to come to a satisfactory resolution directly with you.

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority, or AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Website: www.afca.org.au
Email: info@afca.org.au
Phone: 1800 931 678 (free call)
Mail: Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001