



# Financial Services Guide Spriggy

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Rivva Pty. Ltd. (**Spriggy**)  
ABN 86 603 542 918, AFSL 513762

[www.spriggy.com.au](http://www.spriggy.com.au)  
[hello@spriggy.com.au](mailto:hello@spriggy.com.au)

Rivva Pty. Ltd.  
Financial Services Guide (Version 2024.6)

## About this guide

It is important that you read this Financial Services Guide (FSG). It contains important information to help you decide whether to use any of the financial services we offer including:

- who we are and how to contact us;
- the services we provide;
- how we are paid and who pays us;
- how we maintain your personal information; and
- how you can access our complaints handling arrangements.

If you would like further information, please ask us.

## About Spriggy

Rivva Pty. Ltd. (ABN 86 603 542 918) (Spriggy, we, our, us) is the holder of Australian Financial Services Licence, no 513762.

You can give us instructions by using the contact details set out below. We are a fully digital company, and we will communicate with you about the services we provide in digital form (where possible). By asking us to provide financial services to you (including by applying for the financial products issued by Indue through the Spriggy website or app), you agree to receive communications in digital form only.

## Contact details

You can contact Spriggy at:

Email: [hello@spriggy.com.au](mailto:hello@spriggy.com.au)

Website: [www.spriggy.com.au](http://www.spriggy.com.au)

Post: Level 1/66 King St, Sydney, NSW 2000

## Our services

Spriggy is authorised to:

- provide general financial product advice for:
  - basic deposit products;
  - deposit products other than basic deposit products; and
  - non-cash payment products; and
- deal in a financial product by:
  - issuing, applying for, acquiring, varying or disposing of non-cash payment products; and
  - arranging for another person to issue, apply for, acquire, vary or dispose of a financial product in respect of:
    - basic deposit products; and
    - deposit products other than basic deposit products;
  - applying for, acquiring, varying or disposing of a financial product on behalf of another person in respect of:
    - basic deposit products;
    - deposit products other than basic deposit products; and
    - non-cash payment products;

to retail and wholesale clients.

Spriggy is responsible for the financial services provided to you under its AFSL.

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 consider obtaining independent financial advice before making any financial decision.

## Product disclosure statements

When we arrange for you to acquire a financial product, you will be given a Product Disclosure Statement (PDS) issued by the product issuer, which contains important information regarding the features, benefits, risks and fees applicable to the financial product.

The PDS and Target Market Determination (**TMD**) will help you make an informed decision about the products, so read the relevant PDS, TMD and any other disclosure documents carefully.

You can download a copy of the PDS and TMD for the Visa Prepaid Card and Parent Wallet issued by the product issuer from [www.spriggy.com.au/terms](http://www.spriggy.com.au/terms).

## Relationship and associations

### *Spriggy group*

Spriggy is part of the Spriggy group, which includes (without limitation) Spriggy Invest Pty Ltd (ACN 639 671 926 AR 1283837) (**Spriggy Invest**), Spriggy Schools Pty Ltd (ACN 650 445 819) (**Spriggy Schools**), and Rivva Mobile Pty Ltd (ABN 35 674 423 333) (**Rivva Mobile**).

Spriggy Invest is the promoter of an investment fund known as Spriggy Invest ARSN 643 467 270 (**Fund**). Spriggy Invest is an authorised representative of Cache Investment Management Pty Ltd ACN 624 306 430 AFSL 514 360 (**Cache**). Cache (RE Services) Ltd (ACN 616 465 671, AFSL 494886) (**Cache RE**) is the responsible entity of the Fund and the issuer of units in the Fund. The Fund is managed on behalf of Cache RE by Cache. You can see more details at [www.spriggyinvest.com.au](http://www.spriggyinvest.com.au).

Spriggy Schools offers the Spriggy Schools product, applying the relief for non-cash payment facilities provided for in ASIC Corporations (Non-cash Payment Facilities) Instrument 2016/11. You can see more details at [www.spriggyschools.com.au](http://www.spriggyschools.com.au).

Rivva Mobile promotes the 'Spriggy Mobile' mobile plans and services. The Spriggy Mobile mobile plans and associated services are offered and provided by FASTER Pty Ltd trading as Spriggy Mobile (ABN 39 667 581 740) and/or its related entities (as applicable). You can see more details at [www.spriggy.com.au/mobile](http://www.spriggy.com.au/mobile).

### *Product issuers*

Spriggy distributes and promotes the Visa Prepaid Card and Parent Wallet products which are issued by Indue Limited ACN 087 822 464 AFSL 320204 (**Indue**). Indue is an authorised deposit-taking institution.

Spriggy may distribute or promote other financial products which are issued by other product issuers from time to time. The details of these issuers will be set out in the relevant PDS.

# How we're paid

## *Indue Prepaid Card and Parent Wallet*

Spriggy charges an annual fee for its services in connection with the Prepaid Card and Parent Wallet issued by Indue. These fees are set out below:

Who the fee applies to	Annual Spriggy Membership Fee (\$AUD)
Parents on the One Child Pricing Tier	\$60 per Parent (with up to one (1) Child)
Parents on the Multiple Children Pricing Tier	\$78 per Parent (with between two (2) and six (6) Children)

Refer to the Spriggy Terms and Conditions available at [www.spriggy.com.au/terms](http://www.spriggy.com.au/terms) for information in relation to these fees. From time to time Spriggy may also offer promotions in relation to the Annual Spriggy Membership Fee, the details of these will be set out at [www.spriggy.com.au/pricing](http://www.spriggy.com.au/pricing).

Also, Spriggy is paid fees by Indue for other services it provides to Indue in connection with the Prepaid Card and Parent Wallet, these are set out below:

Fee	Fee (\$AUD)
Cancellation Fee	A Cancellation Fee of up to \$10 in certain circumstances where a Parent's or Additional Parent User's Parent Wallet is cancelled.
Prepaid Card Replacement Fee	\$10 per replacement Prepaid Card (except where a replacement Prepaid Card is issued upon expiry of a Prepaid Card in accordance with the Product Terms and Conditions).

Refer to the PDS and Product Terms and Conditions issued by Indue available at [www.spriggy.com.au/terms](http://www.spriggy.com.au/terms) for information in relation to these fees.

Indue will pass on a portion of the interest that is earned on the value that is stored on the Parent Wallet and Prepaid Cards from time to time to Spriggy. The amount of interest that Spriggy will receive is calculated as X% of the value stored on the Parent Wallet and Prepaid Cards, where "X" is equal to the official cash rate determined by the Reserve Bank of Australia minus 0.25%. Interest is calculated daily.

## ***Other products***

From time to time, Spriggy may also receive commissions or fees from other product issuers for referral, advice or distribution services Spriggy provides about their products. Where any such arrangements are in place, we will provide you with details. No such arrangements are currently live.

## ***Our representatives***

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

## 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 [hello@spriggy.com.au](mailto:hello@spriggy.com.au).

We'll acknowledge your complaint within 1 working day and aim to resolve your complaint within 30 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](mailto:info@afca.org.au)

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

## Compensation arrangements

We maintain professional indemnity insurance in connection with the financial products and services we provide, including any claims in relation to the conduct of our former representatives. This professional indemnity insurance satisfies the requirements of section 912B of the Corporations Act 2001 (Cth).

## 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 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 [www.spriggy.com.au/terms](http://www.spriggy.com.au/terms).

If you would like a link to a digital copy, please email us at [hello@spriggy.com.au](mailto:hello@spriggy.com.au) and we will send you a copy free of charge.