

Product Information and Risk Disclosure

Digital Asset Wallet, Exchange and Payments - New Zealand

Provided by: Pay It Now NZ Ltd

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1. About this disclosure and your provider

This document explains the PIN Network digital-asset wallet, exchange and payment services for customers contracting with **Pay It Now NZ Ltd**, NZBN 9429048674997, Financial Service Provider number 1002374. Contact info@payitnow.io or support.payitnow.io. Our dispute-resolution scheme is Financial Services Complaints Limited (FSCL), participant number 8811.

It is a product information and risk disclosure, not a statutory PDS for a regulated financial-product offer. Any product requiring its own offer or issuer disclosure is supplied with separate documents. It is not personal financial or tax advice, an investment recommendation or a guarantee.

Registration on the Financial Service Providers Register does not in itself mean that Pay It Now NZ Ltd is licensed or actively regulated by a New Zealand regulator, or that the New Zealand Government endorses or guarantees Pay It Now NZ Ltd or its services. This does not remove the AML/CFT and other legal obligations that apply to the services it provides.

2. Services you can access

Subject to your eligibility and the functions enabled for your account, you can hold recorded digital-asset entitlements in a custodial wallet; buy, sell or swap supported assets; receive and make internal transfers; send assets to supported external networks; withdraw supported fiat balances; and use enabled merchant or Bill Pay functions.

The app may also provide access to third-party cards, vouchers and discounts, and to PIN Network Rewards. These are separate arrangements with their own eligibility and terms. Corporate, OTC, remittance, virtual-account and white-label services require the applicable service agreement; an ordinary wallet account does not automatically include them.

Potential benefits include a single interface, transaction history and receipts, and internal ledger transfers without external blockchain gas fees. Conversion and third-party charges still apply. No feature, processing time or future development is guaranteed.

3. Opening and funding your account

You must have legal capacity, meet the age, residence and other eligibility conditions in the application, complete required verification and accept the applicable terms. Organisations and trusts must identify authorised people and beneficial owners. We may ask for your source of funds or wealth, transaction purpose, tax residency and recipient information.

Use the payment instructions and network displayed for the transaction. Approved NZD/AUD bank transfers, POLi, card funding and supported asset deposits may be offered. Funds are usable only after

receipt, matching and required checks. A third-party payment or an unsupported token may be rejected or delayed; recovery is not guaranteed.

Keep business or trust money separate from personal activity and use the correct account ownership. Do not use another person's identity or an account you are not authorised to control.

4. Quotes, transfers and spending

Review the asset, currency, amount, recipient, rate, spread, fees and expected proceeds before accepting. A quote can expire. The accepted transaction record, not an earlier indicative valuation, identifies the execution. Selling an asset to pay a bill or load a card is a conversion transaction, not simply moving cash.

Internal transfers are recorded on the PIN Network ledger and may not have a separate external blockchain transaction. For external deposits or withdrawals, verify the exact network, destination and any memo/tag. Similar tickers on different networks are not interchangeable. Once broadcast or settled, transfers are generally irreversible.

For Bill Pay or merchant payments, confirm the invoice and recipient independently. Checks can apply whether you use the app or an external wallet. The biller or merchant supplies the goods or services, and must apply the payment to your obligation. Allow for delays; payment initiation is not proof a bill has been paid.

Withdrawals and cashout depend on available liquidity, bank processing, cut-offs, network confirmations and compliance review. The displayed value is not a promise of immediate conversion or settlement. Use another payment method for expenses that cannot tolerate delay.

5. Custody and rights in balances

For custodial in-app wallets, Pay It Now or service providers hold the private keys. Your entitlement is recorded in the account ledger and assets may be held in omnibus wallets or provider accounts. This is not the same as holding private keys yourself.

Your account and custody terms define the legal rights applying to your assets and fiat balances. This disclosure neither creates a new trust nor removes any trust or beneficial rights you already have. A reference to 1:1 matching of holdings is not a guarantee of solvency, exact fiat value, uninterrupted access or full recovery.

Pay It Now, a custodian, exchange, settlement provider or token issuer may fail or restrict access. Reconciliation errors, theft, shortfalls and disputed title may affect recovery. Digital assets and the Pay It Now service are not bank deposits or government-guaranteed savings. Token issuer reserve arrangements are separate from the way Pay It Now holds your entitlement.

6. Main risks

- **Price and exchange risk:** digital assets can fall to zero; stablecoins can depeg; a wrapped asset may not retain the value of its reference asset.
- **Custody, issuer and provider risk:** reserves or assets may be inaccessible, insufficient or subject to insolvency claims. Direct issuer redemption may be unavailable to you.

- **Fraud and technology risk:** scams, stolen credentials, private-key compromise, bugs, smart-contract failures and wrong-network transfers may cause permanent loss.
- **Liquidity and access risk:** quotes, spreads and available routes can change. Accounts or transactions may be restricted for legal, sanctions, fraud, security or operational reasons.
- **Regulatory and data risk:** laws, reporting and asset classification can change; a breach or overseas processing of data can affect your privacy.

7. Fees and costs

Function	Standard public pricing
Buy / sell / swap	Spread included in the quoted rate; no separate in-app trading or FX fee.
Manual bank funding	No standard Pay It Now fee for supported NZD/AUD bank transfers.
POLi (NZ)	Provider fee typically 1%, capped at NZD 3; availability restrictions apply.
Card funding	NZD 0.50 plus 3% for NZD funding through the supported card provider.
Internal ledger transfers	No external blockchain gas fee; conversion or separate product charges can apply.
External transfer / bridge off	1% un-bridge fee plus external network fees.
Standard cashout to NZ/AU bank	Spread if conversion is needed; no separate standard withdrawal fee.
Other international bank withdrawal	USD 4-10 per transaction plus spread and any external deductions.

For example, a NZD 1,000 card-funded amount attracts a NZD 30.50 fee at 3% plus NZD 0.50; the funding screen explains whether the fee is added or deducted. A NZD 1,000 bridge-off valuation has a NZD 10 fee at 1%, before network costs. These are examples, not guaranteed conversion quotes.

An exchange spread is included in the quoted buy, sell or conversion rate. A zero separate trading fee does not mean there is no conversion cost. External network, payment-provider, withdrawal or product fees may also apply. Review the amount, currency, rate and charges before accepting a transaction. The Fees and Costs Schedule explains the standard public prices; a separately agreed business price applies only to the service and customer covered by that agreement.

8. Restrictions, mistakes and account closure

We may require additional information, impose limits or refuse, suspend or return activity under the applicable terms and law. Where possible, we will explain the action, but some reports or investigations cannot be disclosed. Contact support immediately about a mistake, suspected scam or unauthorised transaction.

An executed asset trade or completed payment cannot generally be cancelled merely because you change your mind. Requesting account closure does not undo completed transactions. Eligible

remaining value is returned through a supported route after outstanding matters and legal restrictions are resolved. Nothing in this disclosure excludes rights or remedies that cannot lawfully be excluded.

9. Rewards and third-party products

PIN Network Rewards are discretionary credits under separate Programme Rules, not staking, interest, APY or a share of company profits. Eligibility or a pending estimate does not guarantee a credit. Historical arrangements are not silently amended by a new rewards summary; your applicable terms and any lawful transition notice determine existing rights.

Cards, gift cards and prepaid vouchers are issued by the provider named at purchase or application. Their fees, expiry, restrictions and complaints processes apply in addition to any separate Pay It Now conversion service. The Australian wallet PDS and AFSL do not turn all New Zealand services into Australian-regulated products.

10. Privacy, tax and record keeping

We use identity, account, transaction and device information to provide the service, prevent fraud, meet legal requirements and deal with support requests. Information may be shared with banks, payment and identity providers, counterparties, regulators and other permitted recipients, including overseas recipients, as explained in our Privacy Policy. Additional checks may be required and we may be legally unable to explain a restriction or report.

Digital-asset trades, payments, conversions and rewards may create New Zealand tax obligations. Keep transaction and cost records and seek independent tax advice. Exports assist record keeping but are not a complete tax calculation.

11. Complaints and further information

Use support.payitnow.io or info@payitnow.io and state that you are making a complaint. Explain the issue and outcome sought. We will investigate under our complaints procedure. If unresolved, you may contact **Financial Services Complaints Limited (FSCL)**, participant number **8811**: fscl.org.nz; 0800 347 257; complaints@fscl.org.nz. FSCL is free and independent for complaints within its scope.

This disclosure explains the service; it does not replace your account or service agreement or remove rights that cannot lawfully be excluded. Any specific issuer document, accepted quote and applicable terms must also be read. A reference to a possible feature does not mean that feature is available to every customer.

[Product and risk disclosures](#) | [Fees and costs](#) | [Terms and conditions](#) | [Support](#)

End of Document

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