



## Financial Services Guide (FSG)

Casey Block Services Pty Ltd ACN 619 574 186 AFSL No. 562554

Date: 29/04/2026

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This FSG is dated 29/04/2026 and is issued by Casey Block Services Pty Ltd ACN 619 574 186, trading as CoinSpot (“Coinspot”, “we”, “our” or “us”), under Australian Financial Services Licence (“AFSL”) No. 562554.

### Purpose of this Financial Services Guide

This FSG sets out key information about the financial services we may provide to you. It is designed to assist you to make an informed decision about the financial services we provide and contains important information about:

- who we are and how to contact us;
- the financial services we are authorised to provide;
- how we are paid in relation to the financial services we provide; and
- how to make a complaint.

We strongly recommend that you read and understand this FSG before you engage us to provide you with any financial services. Please contact us if you have any questions.

### About CoinSpot

We are the distributor of the Coinspot Mastercard (“**Card**”). The Card is a reloadable prepaid Mastercard that enables you to use cryptocurrency holdings held in your Coinspot Account (“**Coinspot Account**”) to purchase eligible goods and services where Mastercard is accepted. The Card is issued by EML Payment Solutions Limited ABN 30 131 436 532 AFSL No. 404131 (“**EML Payment Solutions**”).

Coinspot’s financial services are limited to:

- promoting the Card; and
- arranging for the issue of, and providing general financial product advice in relation to, the Card.

We only act on our own behalf with respect to the financial services we provide.

### Documents you may receive

We may provide you with general financial product advice. General advice is financial advice that does not take your personal needs, objectives or financial situation into account. General advice may be provided to you individually, or as part of broader communications



we may distribute through our social media channels or through written collateral such as brochures or other information sheets.

If you acquire the Card, you will receive a Product Disclosure Statement (available at <https://www.coinspot.com.au/coinspot-mastercard-pds>) (“**PDS**”). The PDS is issued by EML Payment Solutions and contains important information about the Card, including features, benefits, risks, costs, fees and charges. The PDS is intended to help you to make an informed decision about whether to acquire the Card. We encourage you to read it carefully.

The Card is governed by Terms & Conditions (available at <https://www.coinspot.com.au/terms>) (“**Terms & Conditions**”) and PDS. We recommend you read and understand both documents before applying to acquire a Card.

## **Financial services we are authorised to provide**

We hold an Australian Financial Services Licence (AFSL No. 562554) and are authorised to provide the following financial services to retail and wholesale clients:

- provide general financial product advice in relation to non-cash payment products;
- deal in a financial product by issuing, applying and disposing on behalf of another in non-cash payment products.

The Card is a non-cash payment product.

## **General advice warning**

We only provide factual information or general advice about the Card, which does not take your personal circumstances into account. As a result, before acting on any information or advice we provide, you should consider the appropriateness of it having regard to your personal objectives, financial situation and needs. You should carefully consider the PDS of the Card before making a decision about whether to acquire it.

## **How we are paid for our services**

We do not receive any direct fees or remuneration for the financial services we provide as a distributor of the Card. Our directors and employees are remunerated by salary, which does not vary depending on the type or amount of financial services provided.

While we do not charge you for providing financial services in relation to the Card, we may earn fees in connection with cryptocurrency transactions that occur when you use the Card. When you make a purchase using the Card, cryptocurrency held in your CoinSpot Account may be converted into Australian dollars in order to complete the transaction. CoinSpot may charge fees (including transaction fees and pricing spread) in connection with that cryptocurrency conversion, in accordance with the Terms & Conditions.

These fees are charged under the Terms & Conditions and are not fees for financial services provided in relation to the Card.



## How to give us instructions

You may give us instructions via your CoinSpot Account or by contacting us using the details below.

## Disclosure of any conflicts of interest

We do not have any relationships or associations which might influence us in providing you with our financial services.

## Compensation arrangements in place

CoinSpot maintains professional indemnity insurance to cover its advice and any recommendations provided. This policy complies with the requirements imposed under the *Corporations Act 2001* (Cth).

## Contact

If you have any further questions about the financial services we provide, please contact us:

Email: [support@coinspot.com.au](mailto:support@coinspot.com.au)

Address: Casey Block Services, 5/40 Green Street, Windsor VIC 3181

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

## Complaints

If you have a complaint about the products and services provided to you, we encourage you to contact us about your concern. When your complaint is received by us it will be investigated and every endeavour will be made to resolve the matter promptly and impartially.

If your complaint is not resolved within 30 days, or if you are not satisfied with the decision, you may contact the Australian Financial Complaints Authority (**AFCA**), which is an external dispute resolution scheme, which CoinSpot is a member of

AFCA's details are:

Phone: 1800 931 678

Email: [info@afca.org.au](mailto:info@afca.org.au)

Address: GPO Box 3, Melbourne VIC 3001

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