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Tyro's Value Proposition

The first new institution in the EFTPOS business in over 10 years

Finally an institution dedicated to serving you, by significantly reducing the cost of processing all types of card based transactions.

A fairer, transparent and secure EFTPOS solution for merchants.

Tyro acquires and processes card transactions on behalf of merchants and does not issue credit cards to consumers. Because of this Tyro does not have a conflict of interest in serving merchants.

EFTPOS business reengineered

Tyro's most advanced and secure EFTPOS solution, based on state of the art technology, delivers superior results at lower cost. Tyro accepts all credit, debit and EFTPOS cards.

No lock-in contract

- No joining fees
- No annual fees
- No cancellation fees
- No stationery fees

Reduced costs

- Reduced Visa/MasterCard credit fees
- Fair fixed, low priced Visa/MasterCard debit fees
- Reduced EFTPOS merchant service fees
- Transparent fee structure (Interchange Plus)
- No administration fee
- No minimum service fee
- No hidden extras

Next banking day settlement

- Cleared funds paid into your existing bank account on next banking day improve your cash flow
- You choose the settlement time right up to 5 am

Terminal ownership

- Terminal ownership transfers to the merchants after 3 years
- Terminals are guaranteed for 6 years

Terminals with the power of a PC

- The countertop XENTA or the fully portable light weight XENTISSIMO
- Connectivity options with broadband GPRS/WiFi EFTPOS terminal
- High speed processing large memory capacity
- Leader in security standards (PCI-PED, EMV)
- Average terminal life of over 6 years
- Faster transaction times

Online, real-time reporting of transactions on a secure website

- See all transaction details and costs clearly
- Understand and manage your costs

Increased productivity and the highest security standards

- All IP based acquiring solution
- All transaction data is encrypted
- Industry leading fraud detection system
- The only Australian institution to meet the exacting Payment Card Industry (PCI) standards for data security and business practices
- Tyro operates under the supervision of the Australian Prudential Regulation Authority

No-risk satisfaction guarantee

- Try Tyro out without high establishment cost or risk. There is no obligation whatsoever.

Tyro makes it easy

- You don't need to change your existing banking relationship to join up with Tyro
- Tyro processes all cards
- Tyro switches and settles on a bilateral basis within Australia's PIN based debit card EFTPOS network

Application requirements

- Merchant facility longer than 12 months or personal guarantee
- A minimum turnover of \$50,000 p.a. on cards
- Certain high risk merchant categories can not be accepted at this time



Tyro's Offering in the Market

Factor	Tyro	Others
POS-EFTPOS Integration	State of the art technology allows speedy delivery	Difficulty due to bureaucracy and technology
Lock-in contract	No lock-in contract No joining fees No cancellation fees	Joining fees, breakaway fees, cancellation fees Terminal rental fees for duration of contract, locked-in contracts Other cost factors not locked in and subject to price increase or introduction of new variable fees
Costs	No hidden fees No phone line rental cost No stationery fees	Admin fees Minimum service fees Stationery fees
Terminal Fees	Terminal Ownership – owned after 3 years	Terminal Rental – paid indefinitely
Underlying Technology	Broadband-based = increased processing speed	Dial-up based
Merchant Service Fees (Scheme Credit, Scheme Debit and Australian EFTPOS)	Published rates. Transparent and Fair	Non-standardised. Not published
Visa/MasterCard Debit	Fair, flat fee per Visa/MasterCard debit transaction	Merchant charged a credit card fee
Online Real-time Reporting	Only institution offering this in the market, transparent fee and transaction itemisation per terminal, per day	High-level transaction report and fees on monthly merchant statement
Customer Satisfaction Guarantee	Try it. Like it? Keep it. You may return it at anytime if in good working condition.	No opportunity to try it. Locked-in



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Multi-Merchant, Multiple Locations or Trade Names

Seamless Deployment Process

To ensure a seamless deployment process, it is important to think through your requirements for the EFTPOS terminal set up and reporting structure.

There are several options:

Multi - Merchant

Several merchants can use the same terminal and still receive payments into their designated individual bank accounts.

Multiple Locations

You can have Tyro terminals at multiple locations and receive payment into a single bank account.

Tyro's online and real-time reporting capability provides a company wide view of all terminals and of all transaction details.

Multiple Trade Names

You can have multiple trade names settled into a single bank account.

Multiple trade names with separate bank accounts are considered as separate merchants.

How to apply

It is important to include all multiple merchant, location and/or trade name information on the application form.

A separate application for each bank account

For the case of different business units using different bank accounts, a separate application must be completed for each bank account.

Multiple terminals with different trade names and/or locations

If you have different trading names and/or trading addresses with funds settled into the same bank account, the information for up to two additional terminals can be provided on the application form.

If there are more, please advise Tyro via email to support@tyro.com.

If you wish to generate reports showing terminals split into different terminal groups, with funds settled into the same account, please advise Tyro via email to support@tyro.com which terminals should be grouped together.

Multiple merchants on one terminal

In case of merchants sharing the same terminal, each merchant must complete a separate application for each bank account that funds will be settled into.

Each application should include the same Group Name.

On the application, the option of "Sharing the Terminal/Password within the group" must be chosen.

Amex and Diners

If you accept American Express or Diners cards, please provide Tyro your Amex/Diners ID for each separate location.



Tyro's Fair and Transparent Pricing

Stand Alone Solution

Transaction Type	Card Type	Rate	Card Type	Rate	Card Type	Rate	Card Type	Rate	Card Type	Rate
EFTPOS/Gift Card Transactions p.a.	Visa/MasterCard Turnover \$ p.a.	Visa/MasterCard Domestic Standard Credit Card Swiped	Visa/MasterCard Domestic Credit/Debit Card Not Swiped	Visa/MasterCard Premium/Commercial Credit Card	Visa/MasterCard International Credit/Debit Card Swiped or not	Visa/MasterCard Scheme Debit Card Swiped (per transaction)				
	\$0 - \$100,000	1.00%	1.15%	1.68%	2.28%	\$0.50				
	\$100,000 - \$300,000	0.80%	0.95%	1.48%	2.08%	\$0.50				
	\$300,000 - \$500,000	0.75%	0.90%	1.43%	2.03%	\$0.50				
	> \$500,000	0.73%	0.88%	1.41%	2.01%	\$0.48				
	EFTPOS PIN based Debit Card without Cash-out (per transaction)	EFTPOS PIN based Debit Card with Cash-out (per transaction)	Opticard Gift/Stored Value Card Issuing or Top-up	Xenta Ownership Plan*	Xentissimo Ownership Plan*					
< 1000	\$0.25	\$0.00	\$1.40	\$35	\$45					
1000 - 3000	\$0.23	\$0.00	\$1.25	\$25	\$35					
3000 - 5000	\$0.20	\$0.00	\$1.10	\$25	\$35					
> 5000	\$0.18	\$0.00	\$0.99	\$25	\$35					

All prices are GST exclusive. Data provided as a guide only, please refer to www.tyro.com/challenge/plans for current rates.

Applications are subject to credit approval, terminal shipment 7 business days from application approval, terminals are customer-installable.

* After 36 months terminal ownership reverts to the Merchant. Thereafter an access fee of \$5/month for Xenta, \$10/month for Xentissimo terminals applies.

Where chargebacks exceed 1% of Merchant card turnover, a processing fee of \$22 per chargeback applies. Unreturned terminals are charged at replacement cost.



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Payment Terminals with the Power of a PC

The XENTA countertop terminal

- Lower transaction costs
- No more phone line rental or dial up costs - connects to internet via Ethernet port
- Lightning fast processing – average less than four seconds
- Super secure PIN pad and privacy shield, exceeding Australian Standards
- Easy to deploy and use - switch it on and it works



- Accepts all credit, scheme debit and pin-based debit cards
- Identifies scheme debit cards – flat rate fee instead of credit card fee
- Comes with swivel base for ease of use at reception counters

The XENTISSIMO mobile terminal

- Next generation, award-winning mobile EFTPOS solution
- Truly portable, ideal for high-low reception counters where device must be passed to patient.
- Lower transaction costs
- No more phone line rental or dial up costs - connects wirelessly via WiFi or GPRS



- Lightning fast processing - average less than seven seconds
- Super secure PIN pad and privacy shield, exceeding Australian Standards
- Easy to deploy and use - switch it on and it works
- Accepts all credit, scheme debit and pin-based debit cards
- Identifies scheme debit cards – flat rate fee instead of credit card fee



Connectivity Requirements

Terminals with the power of a PC

The XENTA can connect via Ethernet cable, the fastest and cheapest solution. Both the XENTA and XENTISSIMO can connect to the Internet wirelessly using the WIFI or GSM/GPRS network.



If you choose XENTA with an Ethernet connection you need an available Ethernet port and an Ethernet cable of sufficient length. We provide a complimentary 2 metre cable. Situations you may encounter are:

Ethernet port is available

Use the Ethernet cable to connect the EFTPOS terminal to the available port. Plug in the power cable and you should be up and running. If no connection occurs, the firewall settings may need to be modified by your IT technician. Call Tyro Support on 1300 966 639.

Ethernet port is already used

You will need to purchase a switch and an Ethernet cable. Try www.citysoftware.com.au or your local computer store.



Easy installation

Plug the new Ethernet cable into a port of the switch and into an available plug in the wall or modem. Connect the Ethernet cable, supplied with the Tyro terminal, to an available port on the switch and to the port of the EFTPOS device. Plug in the power cable and you should be up and running. If there is no connection, the firewall settings may need to be modified. If this occurs, call Tyro Support on 1 300 966 639.

No Ethernet port available

Ask the technician in charge of your network installation to install an Ethernet cable and port at the site where the terminal is to be deployed.

Connection via Ethernet or WiFi

Check whether DHCP is enabled and the firewall has enabled all outgoing ports. Then plug the terminal in, switch the power on and the terminal will work.

If DHCP is disabled advise Tyro of an available IP address on your network.

If the firewall blocks outgoing ports, add these IP addresses and ports on your firewall.

58.181.69.27 TCP ports 443,4242
58.181.69.28 TCP port 10443
58.181.69.29 TCP port 10443
58.181.65.27 TCP ports 443,4242
58.181.65.28 TCP port 10443
58.181.65.29 TCP port 10443

To easily test the connection, please go to <https://terminaltest.tyro.com> from a computer on the data network your terminals are installed on.

Connection via GPRS

You need to have sufficient coverage in your local area. Just switch the terminal on and it will work.

If you are aware that a carrier has poor coverage in your area, please indicate this on the EFTPOS application form under the section "Things to make sure!"



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Non-eligible Merchants

Tyro's Customer Policy

Tyro holds an authority (banking licence) under the Banking Act to carry on a banking business as a Specialist Credit Card Institution (SCCI).

A condition for this authority is to meet or exceed the minimum requirements of APRA's prudential standards.

The schemes' global risk management policy, the company's risk policy and its commitment to the Australian Prudential Regulation Authority (APRA) do not allow Tyro to accept, at the present time, certain merchant categories, as listed here.

MCC	Description
3000-3298	Air Carriers/Airlines
4112	Passenger Railways
4121	Limousines and Taxicabs
4131	Bus Lines/Charters/Tour Buses
4411	Cruise Lines/Steamships
4511	Air Carriers/Airlines dedicated service organisations
4722	Travel Agencies/Tour Operations
4816	Online Services
4829	Money Transfer - Merchant
5712	Furniture Stores
5734	Computer Resellers
5946	Camera Stores
5960-9	Mail/Telephone Order
6529	Remote Stored Value Load - Member
6530	Remote Stored Value Load - Merchant
6531	PSP - Money Transfer for a Purchase
7012	Timeshares
7273	Dating and Escort
7297	Massage Parlors
7361	Employment Agencies
7922	Theatre/Ticket Agencies
7995	Betting-Lottery/Casino Chips/OTB
7997	Membership/Country Clubs
9223	Bail and Bond Payments



Frequently Asked Questions

Who is Tyro?

Tyro is the first new entrant in the EFTPOS market in over 10 years with the mission to significantly reduce the cost of merchant transactions.

Tyro acquires and processes card transactions on behalf of merchants and does not issue credit cards to consumers. Because of this Tyro does not have a conflict of interest in serving merchants.

Tyro holds an authority under the Banking Act to operate a banking business as a Specialist Credit Card Institution.

Tyro is regulated by APRA, certified by APCA and is the only institution in Australia to meet the exacting Payment Card Industry (PCI) Standards.

How does Tyro save me money with Visa/MasterCard debit cards?

With approximately 30% of Visa/MasterCard cards issued being debit cards, there are potentially a lot of transactions where the merchant is being overcharged.

With Tyro scheme debit transactions are correctly identified (even if the card holder presses the 'credit' button) and only a low flat-rate fee is charged, regardless of the transaction value.

Today if a merchant pays a 1% service fee on card transactions, he will be charged \$5 when he processes a \$500 sale. When using Tyro, the same transaction will cost only 50c. Imagine the savings!

I am happy with my existing banking relationship - why is Tyro's offering better?

There is no need to change your existing banking relationship to sign up with Tyro. Tyro's competitive rates will generate great savings.

- Lower fees on Visa and MasterCard
- Fair fixed price scheme debit card transactions
- Free switching of Amex and Diners transactions
- Tyro's solution allows faster and more secure processing of all transactions, improving your cash flow and financial management
- Faster transaction speed
- Integration with your POS system (no double keying reduces error and fraud)
- For all transactions processed right up until 5 am, payment into your nominated account occurs on the next banking day
- Secure, real time, online transaction tracking and reporting
- Remote software upgrade and upload – no terminal downtime
- Tyro's 24x7 customer support

What if I have to pay a penalty to break my existing lock-in contract?

The savings made with Tyro will easily offset any such costs.

- No rental cost for a dedicated phone line, a saving of about \$420 p.a.
- No signup fee
- No administration fee
- No cancellation fee (no lock-in contract)
- Terminal ownership after 3 years
- Free stationery



Frequently Asked Questions

What is Interchange Plus?

Interchange Plus is Tyro's fair policy to automatically transfer all interchange rate reductions to its customers.

As interchange rates fall, so does the cost of transactions. That is transparent pricing to your advantage.

Only a handful of the largest retailers can enjoy these terms. Tyro makes them available to all its customers.

Why are the Tyro terminals better?

The Tyro terminals represent the latest in high establishment vcost EFTPOS technology.

They are sealed, tamper proof devices, with protection to guard against shoulder surfing, giving your customers added security.

They meet International Disabilities Standards.

As well as being more secure, Tyro terminals provide high-speed processing and transaction printing.

How does Tyro offer better security for card-not-present transactions?

Entering the CVV2 number, on card-not-present transactions is an added security benefit for you.

If a fraudulent or stolen card is used in your business, entering the CVV2 number will transfer liability for the transaction to the issuing bank, not to you.

Tyro prompts you for the CVV2 number.

What is the benefit of on-line reporting?

Tyro's real-time online reporting can significantly improve your back-office reporting.

Card based transactions are reported by terminal and merchant facility.

The day's transactions can be downloaded into a spreadsheet or imported into your business management system.

All transactions are broken down into 7 clearly identified categories. The card issuer's interchange fee and the total merchant service fee are clearly indicated.

This unique level of transparency allows better management of expenses as you can avoid or limit the higher cost transactions.

Why would I need to provide a personal guarantee?

Tyro complies with strict rules determined by the credit schemes.

Tyro can only extend credit after having checked an applicant's credit history.

In the absence of an adequate credit history, a signed personal guarantee is required.

Do you offer Customer Support?

Tyro offers locally based 24x7 Customer Service.

If you need help just call Customer Support on 1 300 966 39.

