



iPay Direct Debit User Information

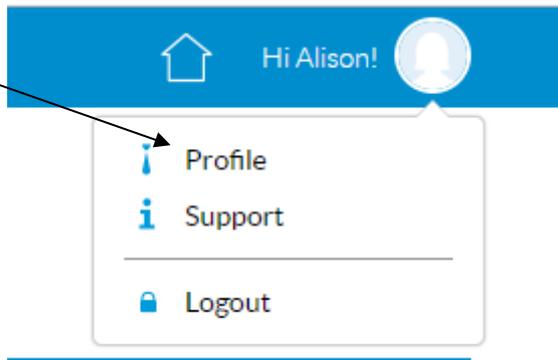
iPay is HubHello's very own direct debit service. One of its main features is that parents sign up online – no paperwork involved.

To sign up:

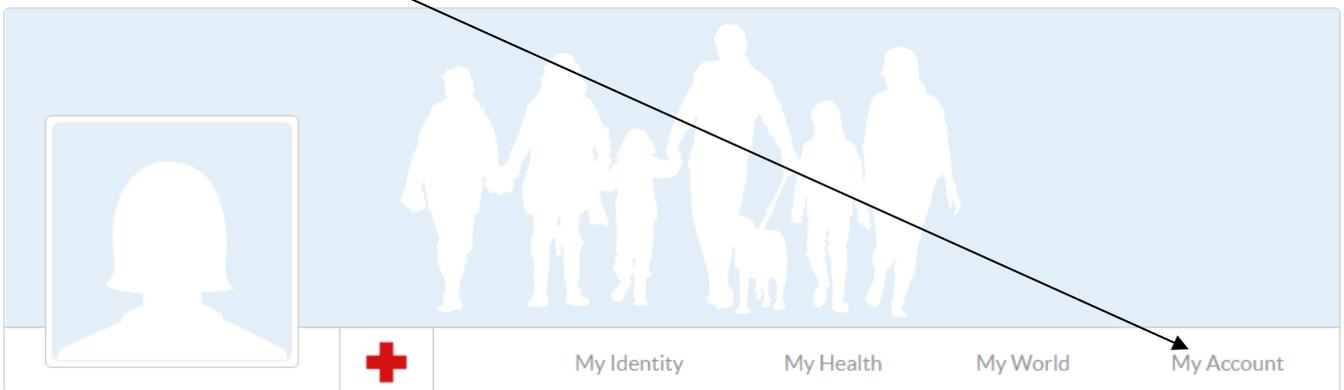
1. Login to your HubHello account by typing in <https://hubhello.com/> on the address bar of your browser and click 'Login'. Enter your username and password to login to your account.
2. Click on the picture icon next to your name (top right hand side of screen)



And then select Profile



3. Click on MyAccount



And scroll down the page to the iPay section.

4. Click on iPay

5. You will need to tick the box agreeing to the terms and conditions, and you will receive a copy of the iPay Request Service Agreement
6. Complete the preferred payment method – either credit/debit card or bank account details.
7. Check the linked services (i.e. which vacation care centres you will be using)
8. Click on SAVE.

iPay FAQs

(1) Are there any additional fees incurred for using iPay?

No. Parents will only pay their vacation care fees. Any additional transaction fees will be absorbed by the service.

(2) Do families have to enter their direct debit bank or credit card details on EVERY one of their child's enrolment forms?

No. Each child will be linked to the SAME family ID, so parents only need to select a child and enter that information once only. It will then copy across to all other siblings in that family under that ID, as long as they are at the same vacation care service.

However – each Vacation Care service is treated as a separate entity, and therefore if your child attends or is enrolled in more than one vacation care service, you will have to complete the iPay registration for each of these services.

(3) Does this product comply with the PCI Data Security Standards around storage of credit card details?

iPay only retains bank details – encrypted so that they are not visible to any iPay user or HubWorks staff member. All credit card details are held by the payment solution provider who is fully PCI compliant.

(4) How can I pay for my BookMe bookings?

At Checkout, parents are requested to pay a minimum of 10% deposit to confirm their vacation care booking. At present, the only payment option for this transaction is via credit/debit card. If a family has only nominated bank account details when signing up for iPay, they will be prompted to enter credit/debit card details to complete the transaction at time of booking.